# CITY OF MANCHESTER NEW HAMPSHIRE 03101

September 26, 2005

#### SEALED PROPOSAL INVITATION

#### IS-0601

NOTICE is hereby given that the City of Manchester will receive sealed proposals in the Office of the Information Systems Department, City of Manchester, State of New Hampshire until two o'clock p.m. (2:00 PM) on Thursday, October 13, 2005 for the furnishing of the supplies, materials, equipment, or services, as indicated by the items hereunder listed in accordance with the applicable specifications:

## **Environmental Health Tracking System**

The right is reserved to accept any proposal or any part or parts thereof, or to reject any or all proposals.

Any name appearing on the Comptroller General's list of ineligible contractors for Federally-financed and assisted work is not an eligible Bidder. In addition thereto, a proposal based upon the furnishing of equipment or components thereof, manufactured by such an ineligible contractor, will be ineligible for consideration.

The Contractor will be required to comply with all applicable Equal Employment Opportunity Laws and Regulations.

All proposals are subject to the terms and conditions and specifications set forth in this Sealed Proposal Invitation.

BY: Diane S. Prew

Director, Information Services

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## I. GENERAL TERMS AND CONDITIONS

## A. Proposals – Questions or Further Explanations

Contact: Diane Prew, Director, Information Services

Email: DPrew@ManchesterNH.gov

Phone #: (603) 624-6577 Fax #: (603) 624-6320

Questions pertaining to the Request For Proposal should be emailed to the contact person listed above. If any questions cannot be answered or if changes to the Request For Proposal are required, they will be contained in an addendum to be issued as soon as possible. Written questions concerning the meaning of the specifications or terms and conditions of the Invitation may be submitted as specified in Section I. <u>GENERAL</u> TERMS AND CONDITIONS L. Interpretations.

## B. Proposals - Where Received

Proposals will be received by the Information Systems Department, City of Manchester, State of New Hampshire, at the place and until the time specified in the Notice and then publicly read aloud for the information of persons submitting proposal and others properly interested who may be present either in person or by representative. NO PROPOSAL WILL BE ACCEPTED AFTER THE TIME AND DATE SPECIFIED.

## C. Definitions

The following meanings are attached to the defined words when used herein:

- 1. The word "Department" means the City of Manchester Information Systems Department.
- 2. The word "City" means the City of Manchester, New Hampshire.
- 3. The word "Bidder" means the person, firm, or corporation with whom the Contract is made by carrying out the provisions of this Sealed Invitation and the Contract
- 4. The word "Contractor" means the person, firm, or corporation with whom the Contract is made by carrying out the provisions of this Sealed Invitation and the Contract.
- 5. The words "firm price" shall mean a guarantee against price increase during the life of the Contract.

#### D. Contract Agreement

The Contract Agreement will be in the form customarily employed by the City and will incorporate the following documents in the order of precedence listed:

- 1. This Sealed Proposal Invitation.
- 2. The Contractor's response to the Invitation
- 3. The Contractor's Purchase Agreement

## E. <u>Submission of Proposal</u>

Four (4) complete copies and one electronic must be returned to us when submitting a proposal. In addition, <u>ENVIRONMENTAL HEALTH TRACKING SYSTEM REQUIREMENTS</u> must be submitted in electronic format. Strict compliance with the requirements of the Notice, Terms, and Conditions, and the instructions printed on this form is necessary. All designations and prices shall be fully and clearly set forth. All blank spaces in the proposal forms shall be suitably filled in. For the convenience of Bidders, extra sets of proposal forms are available at no cost and on demand, at the Information Systems Department, 100 Merrimack St, Manchester, New Hampshire 03101. This document can also be found at http://www.ManchesterNH.gov/CityGov/MIS/BidsProposals.html.

## F. Signatures on Proposal Forms

Each proposal must give the full business address of the Bidder and be signed by the Bidder with the usual signature. Proposals by partnerships must be furnished with the full names of all partners and must be signed with the partnership name by one of the members of the partnership or by an authorized representative, followed by the signature and title of the person signing. Proposals by corporations must be signed with the legal name of the corporation, followed by the State of Incorporation and by the signature and title of the president, secretary or other person duly authorized to bind it in the matter. The name of each person signing shall also be typed or printed below the signature. A proposal by a person who affixes to his signature the word "president", "secretary", "agent", or other title without disclosing his principal may be held to be the proposal of the individual signing. Satisfactory evidence of the authority of the officer signing on behalf of the corporation shall be furnished, and duly sworn to before a Justice of the Peace or Notary Public.

## G. <u>Proposal Security</u>

Proposal security, in the form of a proposal bond, deposit of cash, or certified check, or bank cashier's check drawn on a solvent bank, payable to the City in the amount of not less than ten percent (10%) of the total amount of the proposal (before cash discount and/or trade-in if applicable) must accompany each proposal as a guarantee that if the proposal is accepted a Contract will be entered into. Such proposal deposits of all Bidders will be held by the City until all proposals submitted shall have been canvassed and the proposals have either been rejected in whole or in part or the award of Contract or Contracts has been made. The proposal deposit of the successful Bidder will be held until a Contract is duly executed. Proposal deposits will be returned to unsuccessful Bidders within one (1) week after award of the contract. If the successful

Bidder, to whom a Contract shall have been awarded, refuses to execute the Contract and to furnish the performance and payment bonds hereinafter described, within ten (10) working days after award of the Contract, the amount of the proposal deposit shall be forfeited to and retained by the City as liquidated damages for such neglect or refusal

## H. Performance Bond

The successful Bidder will be required to furnish a performance bond to the City in the amount of one hundred percent (100%) of the total amount of the Contract as a guarantee of the faithful performance thereof.

## I. Sealed and Marked

Proposals with the required proposal security, must be securely sealed in a suitable envelope, addressed and marked on the outside as follows:

Sealed Proposal Invitation IS-0601 Information Systems Department 100 Merrimack St Manchester, NH 03101

The City is not responsible for proposals not properly marked.

## J. Indemnification and Insurance

In consideration of the utilization of Contractor's services by the City, the receipt of which is hereby acknowledged, Contractor agrees that all persons furnished by Contractor shall be considered Contractor's employees or agents and that Contractor shall be responsible for payment of all unemployment, social security, and other payroll taxes, including contributions from them when required by law.

Contractor hereby agrees to protect, defend, indemnify, and hold the City and its employees, agents, officers, and servants free and harmless from any and all losses, claims, liens, demands, and causes of action of every kind and character including but not limited to, the amounts of judgments, penalties, interests, court costs, legal fees, and all other expenses including claims, liens, debts, personal injuries including injuries sustained by employees of the City, death or damages to property, including property of the City, and without limitation by enumeration, all other claims or demands of every character occurring, or in any way incident to, in connection with, or arising directly or indirectly out of, the contract. Contractor agrees to investigate, handle, respond to, provide defense for and defend any such claims, demands, or suits at the sole expense of Contractor. Contractor also agrees to bear all other costs and expenses related thereto, even if the claim or claims alleged are groundless, false, or fraudulent. This provision shall be effective without regard to whether such injuries, deaths,

or damages are caused by, or attributable in whole or in part to the negligence of the City, its employees, agents, officers, or servants.

## Contractor agrees to maintain in full force and effect:

- 1. Comprehensive general liability insurance written on occurrence form, including completed operations coverage, personal injury liability coverage, broad form property damage liability coverage, XCU coverage, and contractual liability coverage insuring the agreements contained herein. The minimum limits of liability carried on such insurance shall be \$1,000,000 each occurrence and, where applicable, in the aggregate combined single limit for bodily injury, property damage liability, and personal injury (wrongful acts).
- 2. Automobile liability insurance for owned, non-owned, and hired vehicles. The minimum limit of liability carried on such insurance shall be \$1,000,000 each accident, combined single limit for bodily injury and property damage.
- 3. Workers' compensation insurance, whether or not required by the New Hampshire Revised Statutes Annotated, with statutory coverage and including employer's liability insurance.
- 4. Any and all deductibles on the above-described insurance policies shall be assumed by, and be for the account of, and at the sole risk of, Contractor.
- 5. Insurance companies utilized must be admitted to do business in New Hampshire or be on the Insurance Commissioner's list of approved non-admitted companies and shall have a rating of (A) or better in the current edition of Best's Key Rating Guide.
- 6. Contractor agrees to furnish certificate(s) of the above mentioned insurance to the City within fourteen (14) days from the signing of the contract and, with respect to the renewals of the current insurance policies, at least thirty (30) days in advance of each renewal date. Such certificates shall, with respect to all policies, state that, in the event of cancellation or material change, written notice shall be given to the City, Office of Risk Management, 27 Market Street, Manchester, NH 03101, at least thirty (30) days in advance of such cancellation or change.
- 7. The purchase of the insurance required, or the furnishing of the aforesaid certificate(s), shall not be a satisfaction of Contractor's liability hereunder or in any way modify Contractor's indemnification responsibilities to the City.

- 8. It shall be the responsibility of the Contractor to ensure that all subcontractors comply with the same insurance requirements that the Contractor is required to meet.
- 9. If, in the judgment of the Director of Information Services, any property is needlessly damaged by an act or omission of the Contractor or his employees, servants, or agents, the amount of such damages shall be determined by the said Director and such amount shall be deducted from any money due the Contractor.
- 10. The City is relieved from all risks of physical loss or damage to the Equipment including extra expenses resulting therefrom, during periods of transportation, installation, and, if Equipment is leased, during the entire time the Equipment is in possession of the City.

## K. Equal Opportunity - Affirmative Action

- 1. In connection with the execution of the Contract, the Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex or national origin. The Contractor shall take affirmative action to insure that applicants are employed, and that employees are treated during their employment, without regard to their race, religion, color, sex or national origin. Such actions shall include, but not be limited to, the following: employment upgrading, demotion, or transfer; recruitment, or recruitment advertising; layoff, or termination; rates of pay, or other forms of compensation, and in selections for training, including apprenticeship.
- 2. In connection with the performance of the Contract, the Contractor will cooperate with the City in meeting his commitments and goals with regard to the maximum utilization of minority business enterprises and will use its best efforts to insure that minority business enterprises shall have the maximum practicable opportunity to compete for subcontract work under this Contract.

## L. <u>Interpretations</u>

No oral interpretations will be made to any Bidder as to the meaning of the specifications or terms and conditions of the Invitation. Every request for such interpretation or request for a change in the specifications or terms and conditions shall be made in writing and addressed and forwarded to Diane Prew, Director of Information Services, 100 Merrimack Street, Manchester, NH 03101 five (5) or more working days before the date fixed for the opening of proposals. Every interpretation made to a Bidder will be in the form of an Addendum to the Sealed Proposal Invitation which, if issued, will be sent as promptly as practicable to all persons to whom the Proposal Invitations have been issued. All such Addenda shall become a part of the Proposal Invitation.

## M. <u>Incomplete Proposals</u>

Proposals which are incomplete, not properly endorsed, or signed, or otherwise contrary to these instructions may be rejected as informal by the Director of Information Services or Health Department RFP reviewers.

## N. <u>Conditional Proposals</u>

Conditional proposals will not be accepted.

## O. Alternative Proposals

While it is the desire of the City of Manchester to acquire computer software and any necessary hardware to implement an Environmental Health Tracking System, budget considerations may preclude the implementation of this desire. Therefore, alternative proposals, which do not conform, to all of the listed specifications may be considered as long as the proposal is listed as an alternative proposal and any deviation from the listed specifications is noted as such.

## P. <u>Withdrawal of Proposal</u>

Proposals may be withdrawn upon written or faxed request received from Bidders 5 days prior to the time affixed for opening. Negligence on the part of the Bidder in preparing the proposal confers no right for the withdrawal of the proposal after it has been opened. If any proposal is withdrawn after time and date specified, the Bidder shall forfeit his proposal security as liquidated damages.

#### Q. Default

In case of default by the Bidder, the City may procure the articles or services from other sources and hold the Bidder responsible for any excess costs occasioned thereby.

## R. Guarantees

- 1. The Bidder to whom a Contract is awarded guarantees to the City that all items furnished under this Contract shall be free of defects in design, materials, and workmanship and, for a period of one (1) year after final inspection and acceptance, shall replace promptly any defective equipment, materials, and/or workmanship required without additional cost to the City. If the implementation of a particular function is delayed, the warranty period for that function will not begin until final inspection and acceptance of that function.
- 2. The Bidder to whom a Contract is awarded guarantees to the City that all warranties of merchantability and fitness for a particular purpose as provided for in New Hampshire 382A-2-314 and 2-315 shall remain in full force and effect and are not disclaimed. New Hampshire 383A-2-314 and 2-315 may be found at http://www.gencourt.state.nh.us/rsa/html/XXXIV-A/382-A/382-A-2-314.htm and http://www.gencourt.state.nh.us/rsa/html/XXXIV-A/382-A/382-A-2-315.htm.

3. Prior to the expiration of the warranty period, whenever Equipment is shipped for mechanical replacement purpose, the Contractor shall bear all costs, including, but not limited to, costs of packing, transportation, rigging, drayage, and insurance. This warranty shall apply to a replacement machine beginning the first day of its acceptance.

## S. Transportation, Installation, Relocation, and Return of Equipment

Quotations should include all charges for delivery, packing, crating, containers, etc. Unless otherwise stated by the Bidder, prices quoted will be considered as being based on delivery and installation, to the destination designated in this Proposal Invitation and to include all delivery and packing charges.

## 1. <u>Transportation</u>

The Contractor shall prepay the transportation charges. Authorization for the method of transportation shall be furnished by the Contractor prior to shipment. Transportation charges for the shipment of empty packing cases shall be paid by the Contractor. Transportation charges, regardless of point of origin or destination of the equipment, should not exceed the cost of shipment between City location and the location of the Contractor's nearest plant of manufacture. The Contractor shall bear the cost of transportation whenever the equipment is shipped for mechanical replacement purposes unless the replacement was due to the fault or negligence of the City. The Contractor shall pay those rigging and drayage costs incurred at the City location, and shall pay all rigging and drayage costs when the equipment is moved for mechanical replacement purposes.

## 2. Installation

The Contractor shall furnish such labor as may be necessary for the packing, unpacking, placement of, and installation of Equipment.

#### 3. Relocation

Except in an emergency, Equipment shall not be moved from the general location in which installed, unless the Contractor has been notified that a move is to be made. Upon written notification to the Contractor, Equipment may be transferred from one City location to another without maintenance charges during the period of transfer not to exceed thirty (30) calendar days. The Contractor shall supervise packing, unpacking, relocation of Equipment, and install in good operating condition.

## T. Delivery

- 1. The Contractor shall commence the delivery of items contracted for within thirty (30) days of contract signing unless otherwise stated by the Contractor.
- 2. The City, through the Director of Information Services, reserves the right to postpone the delivery date for up to sixty (60) days to allow for any change in

operating conditions or for any other cause not now foreseen. In the event the City elects to exercise this right, all prices quoted pursuant to this Proposal Invitation will remain firm, and the City shall incur no additional obligation to the Contractor due to any delay of delivery date ordered by the Director of Information Services.

- 3. The City, through the Director of Information Services, reserves the right to divert delivery from one location to another, and to allow for any change in operating conditions or for any other cause not now foreseen and to proportion deliveries according to available storage facilities.
- 4. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents, and acts of God.

#### U. Delivery Failure

- 1. The Contractor shall deliver and install the application software and hardware as agreed upon by the Contractor and the City in writing or in default thereof, shall pay to the City liquidated damages of five hundred dollars (\$50.00) per day.
- 2. If the beginning or execution of the work shall be delayed or suspended due to any act or omission of the City, and not by any fault of the Contractor, then the time for completion of the work shall be increased by a period of time equal to the aggregated time, expressed in calendar days or parts of days, during which the beginning or execution of the work has been so delayed or suspended.

## V. Proposal Prices

Proposal quotations submitted on the Proposal Forms shall remain firm for a period of ninety (90) days after the time set for the opening of the proposals.

## W. Unit Pricing

Prices shall be stated in units of quantities specified. In case of discrepancy in computing the amount of the proposal, the unit prices will govern.

## X. Price Reductions

It is understood and agreed that should any price reductions occur between the opening of this proposal and the delivery of any order, the benefit of any such reductions shall be extended to the City.

## Y. Method of Payment

- 1. Payment for hardware and system software shall be made in accordance with the following schedule:
  - a) Ninety percent (90%) of net contract price:

- (1) not earlier than fifteen (15) days nor longer than forty-five (45) days after delivery, installation and acceptance of all contracted items.
- (2) upon rendering an original and two (2) copies of an itemized invoice.
- b) Ten percent (10%) of the net contract price:
  - (1) ninety-one (91) days after delivery, installation, and acceptance of all contracted items.
  - (2) upon rendering an original and two (2) copies of the final invoice.
- 2. Application Software: Payment for purchase of (license for) application software shall be made in accordance with the following schedule:
  - a) Fifty percent (50%) of net contract price not earlier than fifteen (15) days nor longer than forty-five (45) days after:
    - (1) delivery of the documentation and a copy of the package.
    - (2) installation and successful operation at City's site.
    - (3) Appropriate licensing documentation.
  - b) Twenty-five percent (25%) of net contract price within sixty (60) days of installation or upon acceptance by the City, whichever is later;
  - c) Twenty-five percent (25%) of net contract price ninety-one (91) days after acceptance by the City.

## Z. Discounts

- 1. Cash discounts will be considered when determining the low proposal except when cash discounts hold for a period of less than <u>fifteen (15) days</u>. Cash discounts for payment within a period of less than the above number of days will not be taken into consideration when determining the low proposal.
- 2. Time, in connection with discount offered, will be computed from date of completion and/or delivery and acceptance at destination, or from date correct bill or voucher properly certified by the Contractor is received if the latter date is later than the date of completion and acceptance and/or delivery and acceptance.

## AA. Taxes

As the City is exempt from the payment of Federal Excise Taxes, all prices quoted herein are not to include these taxes

## BB. <u>Time of Completion - Penalties</u>

- 1. All delivery times quoted must be firm, FOB destination, City of Manchester, Information Systems Department, 100 Merrimack St, Manchester, New Hampshire, unless otherwise indicated by the City. TIME IS OF THE ESSENCE.
- 2. It is understood and agreed that in the event of failure on the part of the Bidder to indicate date of delivery and/or completion, delivery and/or completion will be made within one hundred twenty (120) days from date of notification.
- 3. Should the successful Bidder fail to make delivery or complete the Contract within the time specified, the City, at its option, reserves the right to make the purchase in the open market and charge any excess cost incurred over Contract price to the account of the successful Bidder, who shall pay same forthwith, or assess penalties against the Contractor in accordance with the applicable provisions of the penalty clauses set forth hereinafter.

## CC. Evaluation Of Work

To assure compliance with this agreement, the City shall have the right to enter into the contractor's premises during the normal business hours to inspect, monitor, or otherwise evaluate the work performed or being performed therein.

## DD. Ownership of Information

The Contractor agrees to abide by the following restrictions regardless of whether or not the information in question is considered public under any applicable Right-To-Know law.

All information acquired by the contractor from the City or from others at the expense of the City in performance of the agreement, shall be and remain the property of the City. All records, data files, computer records, worksheets, deliverable products complete and incomplete, and all other types of information prepared or acquired by the contractor for delivery to the City shall be and remain the property of the City.

The contractor agrees that it will use this information only as required in the performance of this agreement and will not, before or after the completion of this agreement, otherwise use said information, nor copy, nor reproduce the same in any form, except pursuant to the sole written instructions of the City. The contractor further agrees to return said information in whatever form it is maintained by the contractor.

## EE. Rights to Submitted Material

All proposal, response inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, displays, schedules, exhibits, and other documentation submitted by vendors shall become the property of the City when received. Prior to final selection, vendors may be required to submit any additional information, which the City may deem necessary to determine the vendor's qualifications to respond to the

RFP. Should any of the information requested by the City be considered by the bidder to be confidential, it should also be stated.

## FF. Compliance with Specifications

<u>Unless otherwise clearly stated by the Bidder, the Proposal will be considered as being in strict accordance with the specifications and terms and conditions outlined in this Proposal Invitation.</u> References to a particular trade name, manufacturers' catalogue, or model number, are made for descriptive purposes only to guide the Bidder in interpreting the requirements of the City. They should not be construed as excluding any other types of materials, equipment and supplies. However, the Bidder, if awarded a Contract, will be required to furnish the particular item referred to in the specifications or descriptions unless a departure or substitution is clearly noted and described in the proposal.

## GG. Assignment of Work

Assignment of any portion of the work by subcontract must be approved in advance by the Office. Please identify all subcontractors that you intend to use on this project.

## HH. Non-Collusion

The Bidder must certify that no official or employee of the City or of the State of New Hampshire, is pecuniarily interested in the proposal or in the Contract which the Bidder offers to execute or in the expected profits to arise therefrom, and that this proposal is made in good faith without fraud or collusion or connection with any other person submitting a proposal.

## II. Contracts in which there is Federal Participation

- 1. Any proposed change in the Contract shall be submitted to the Director, Information Services for prior approval.
- 2. No member of or delegate to the Congress of the United States shall be admitted to any share or part of the Contract or to any benefit arising therefrom.
- 3. No member, officer, or employee of the State of New Hampshire, the City of Manchester, NH or Hillsborough County, NH, during his tenure or one (1) year thereafter, shall have any interest, direct or indirect, in the Contract or the proceeds thereof.
- 4. In connection with the execution of the Contract, the Contractor shall not discriminate against employee or applicant for employment because of race, religion, color, sex, or national origin. The Contractor shall take affirmative action to insure that applicants are employed, and that employees are treated during their employment, without regard to their race, religion, color, sex, or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment, or recruitment

- advertising; layoff, or termination; rates of pay, or other forms of compensation; in selections for training, including apprenticeship.
- 5. In connection with the performance of the Contract, the Contractor will cooperate with the Office in meeting its commitments and goals with regard to the maximum utilization of minority business enterprises and will use its best efforts to insure that minority business enterprises shall have the maximum practicable opportunity to compete for subcontract work under this contract.

#### JJ. Basis of Award of Contract

- 1. The City reserves the right to waive any informalities in proposals and to reject any and all proposals, in whole or in part, and to make awards in a manner deemed in the best interests of the City.
- 2. Proposals will be evaluated and selection made on the basis of demonstrated competence and qualification for the services required at a fair and reasonable price. In addition to price, the following is a partial list of criteria which will be used in the evaluation process:
  - a) Functional capabilities of the application.
  - b) Hardware and system software integration.
  - c) Implementation plan.
  - d) Vendor experience within United States based on Environmental Health, local level Public Health Departments and future commitments to such.
  - e) Vendor demonstrated history of advancing the design of offered Environmental Health software systems to adapt to the latest proven technology and standards.
  - f) Vendor-provided documentation and training.
  - g) The ability, capacity, and skill of the Vendor to perform the Contract and provide service required.
  - h) Whether the Bidder can perform the Contract or provide the service promptly, or within the time specified, without delay or interference.
  - i) The character, integrity, reputation, judgment, experience, and efficiency of the Bidder.
  - j) The quality of performance of previous contracts or services.
  - k) The previous and existing compliance by the Bidder with laws and ordinances relating to the Contract or service.
  - l) The sufficiency of the financial resources and ability of the Bidder to perform the Contract or service.

- m) The ability of the Bidder to provide future maintenance and service for the use of the subject of the Contract.
- n) The number and scope of conditions attached to the proposal.
- o) The disaster recovery procedures available in case of extended hardware and software failure.
- p) The Vendor's responses to items in this request for proposals.

## KK. Governing Law

This Contract shall be construed according to the law of the State of New Hampshire.

#### LL. Statues and Ordinances

The Revised Statutes Annotated of the State of New Hampshire, the Charter of the City of Manchester, and all City Ordinances insofar as they apply to the laws of competitive bidding, contracts, and purchases, are made a part hereof.

#### MM. Disputes

Any dispute concerning a question of fact arising under this Contract which is not disposed of by agreement shall be decided by the Director of Information Services, who shall cause its discussion to be reduced to writing and shall furnish a copy thereof to the Contractor. The decision of the Director of Information Services shall be final and conclusive unless within ten (10) days from the date of receipt of such copy the Contractor mails or otherwise furnishes to the City a written appeal addressed to the Mayor and Board of Aldermen. The decision of the Mayor and Board of Aldermen or their duly authorized agent or representative for the determination of such appeal shall be final and conclusive unless determined by the Hillsborough County Superior Court or other court of competent jurisdiction to have been unreasonable. Pending final decision of a dispute hereunder, the Contractor shall proceed diligently with the performance of the Contract and in accordance with the Director of Information Services.

## NN. Nonappropriation of Funds

Continuation of this Agreement is contingent upon continued City appropriation of funds. In the event that adequate funds are not so appropriated, the City may cancel this agreement upon giving sixty (60) days written notice. In such event, no penalty of any form shall be levied against the City as a result of such cancellation.

## OO. Interpretations

Any interpretations of this contract must be in writing; that is, oral interpretations will have no effect

## PP. <u>Survival Beyond Completion</u>

The terms, provisions, representations and warranties contained in this contract shall survive the delivery of the product and the payment of the purchase price.

## QQ. Headings Not Controlling

Headings used in this contract are for reference purposes only and shall not be deemed a part of this contract.

## RR. Successors and Assigns

- 1. The City and the Contractor each binds themselves, their partners, successor, assigns, and legal representatives to the other party to this Agreement and to the partners, successors, assigns, and legal representatives of such other party with respect to all covenants of this Agreement. The Contractor shall not assign, sublet or transfer his interest in this Agreement without the written consent of the City.
- 2. This Agreement represents the entire and integrated Agreement between the City and Contractor and supersedes all prior negotiations, representations or agreements, either written or oral. This Agreement may be amended only by written instrument signed by both the City and the Contractor.

## SS. Severability

## 1. <u>Compliance</u>:

Each party agrees that it will perform its obligations hereunder in accordance with all applicable laws, rules and regulations now or hereafter in effect.

#### 2. Partial Invalidity:

If any clause, term or provision of this agreement shall be found to be illegal or unenforceable by any court of competent jurisdiction, then, notwithstanding, this agreement shall remain in full force and effect and the remainder of such clause, term or provision shall be enforceable pursuant to the original intent of the parties hereto.

## TT. Nonperformance

If the package(s) fail(s) to meet the specifications or fail(s) to perform effectively or uses more hardware facility than anticipated or absorbs more run time than expected, or has results other than those which the City expected, the package may be rejected and this contract may be terminated at the option of the City.

## UU. Term of License

The City's right to use the package(s) shall continue in perpetuity.

#### VV. Future Documentation

In the event that the documentation is changed, upgraded, improved or added to the package without changing the basic functions of the package such documentary change, upgrading, improvement or addition shall be made available to the City whenever it is made available to any other user of the package.

## WW. Rights to Future Options

In the event that the package is enhanced, upgraded or improved which changes the function of the package or if options result in enhancement, upgrading of the package resulting in changes to its function by expansion or provisions of additional options and if such options, changes, upgrades and or enhancements are offered to any one of the package users, then such options, changes, upgrades and or enhancements must be offered to the City upon terms that are as favorable to the City as offered to any other user of the package.

#### XX. Escrow of Source Programs

The Contractor shall deposit the source language/files for all acquired software with <u>a</u> mutually agreed upon Bank as Escrow Agent. In the event of termination of business, as described on page 20, <u>I. BBB Rights upon Business Termination</u>, or the Contractor's decision to no longer support the application software, the Escrow Agent, upon delivery to it of a certified copy of the said business termination or decision, will deliver to the City the source language/files with peculiarities documented.

## YY. Right to Modify

The City shall have the right to modify the package during the term of the contract. If any such modifications are made, the Contractor is relieved of its agreement of maintenance of the package.

## ZZ. Nontaxable as Property

No taxes, (including any construction or interpretations of the terms) shall be added to the contract stated prices. If any such taxes are held to be applicable, they shall be paid by the Contractor.

## AAA. Quiet Enjoyment

The City shall be entitled to use the software package with all modifications described hereunder without disturbance, subject only to its obligation to make required payments hereunder. Contractor represents that this agreement is not subject or subordinate to any right of Contractor's creditors, or if such subordination exists, that the agreement or instrument creating the same provides for nondisturbance of the City so long as it shall not be in default hereunder.

#### BBB. Rights upon Business Termination

- In the event of the termination of business of the Contractor either by voluntary termination, bankruptcy, the commission of an act of bankruptcy which leads to bankruptcy, Chapter XI proceedings, common law or statutory assignment for the benefit of creditors or insolvency proceedings of any nature or description, the City shall be considered owner in fee simple title to the said package without obligation to the Contractor or his successors or assigns and as stated on page 19, I. XX Escrow of Source Programs, shall be entitled to the source language without further obligation to the Contractor, his successors or assigns.
- 2. In the event of the termination of business of the Contractor, within the meaning of the preceding paragraph, occurs during a warranty period, the City's payment shall be proportional to the warranty period less the cost of correction of future discovered errors in the package.

## CCC. Installation and Support

The Contractor shall provide to the City sufficient assistance in the installation of the package and in any modification of the package required to enable the City to use the package or to adapt the package to the needs of the City or to its operating system or to its peripheral equipment differences so that the package is usable by the City. Such assistance shall be provided and such changes in the package shall be made by the Contractor if potential timing differences or operating practices of the City require such assistance or such changes to render the package usable to the City.

#### DDD. Right to Reproduce Documentation

The City shall have the right to reproduce all documentation supplied hereunder, provided that such reproduction shall be solely for the use of the City, and that such reproduction shall be subject to the same restrictions on use and disclosure as are contained in this contract with respect to the original documentation.

## EEE. Guarantee of Ownership

1. The Contractor warrants that it is the sole owner of the software and all modifications described hereunder and has full power and authority to grant the rights herein granted without the consent of any other person, organization, corporation, or any other entity recognized by law and will indemnify and hold the City harmless from and against any loss, cost, liability and expense (including but not limited to court costs, all related fees as well as reasonable counsel fees) arising out of any breach or claimed breach of this warranty. During the pendency of any claim against Contractor or the City with respect to Contractor's ownership and/or authority, the City may withhold payment of any sums otherwise required to be paid hereunder. The Contractor shall execute at time of delivery or each portion an affidavit stating his exclusive rights, title and interest to said portion.

## FFF. Infringement

The Contractor warrants that the software package, including any modifications and/or customizations that may be added, is original to the Contractor and that neither the base package, modified package, nor any of its elements, nor the use thereof does or will violate or infringe upon any patent, copyright, trade secret or other property right of any other person, and the Contractor will indemnify and hold the City harmless from and against any loss, cost, liability and expenses (including, but not limited to, court costs, all related fees as well as reasonable counsel fees) arising out of any breach or claimed breach of this warranty. During the pendency of any claim against the Contractor or the City with respect to infringement, the City may withhold payment of any sums otherwise required to be paid hereunder and the City may continue to use the modified package as delivered and in the event of any injunction brought against the City on grounds of breach, the Contractor shall post appropriate bond(s).

#### GGG. Copying

The City reserves the right to copy systems and application software for backup and recovery purposes.

#### HHH. Audited Financial Information

The Bidder shall provide audited financial information to allow the City to evaluate the Bidder's financial position and stability, such as annual reports, Securities and Exchange Commission ("SEC") Forms 8K, 10K, or 10Q, or other financial reports for the last three years.

#### II. SCOPE OF SERVICES

The City expects the Contractor to provide the planning, configuration, data conversion, initialization, testing, documentation and training necessary to install the system and move it into fully operational status. The Contractor's implementation plan will outline the steps, precautions, and procedures that will be used to accomplish this goal. The City expects to use and maintain existing systems until the new application is fully installed, initialized, tested, accepted and users are trained.

Describe the scope of services being proposed including the following:

#### A. Project Management

Describe in detail the project management plan being proposed including the following:

- 1. Proposed amount of onsite versus offsite hours.
- 2. Number and type of onsite meetings.
- 3. Describe the means of tracking and communicating the status of the project including problem status, i.e. secure web site, MS Project, spreadsheets, etc.
- 4. Indicate the skill set recommended for our IT people to have in order to be able to implement the new system.
- 5. Expectations you have of the City.

## B. Training and Support

Provide a complete description of the proposed training and available support facilities including the following:

- 1. A proposed training plan shall be included which is calculated to meet the City's needs.
- 2. A brief overview of each course including the course goals and objectives shall be included.
- 3. Two (2) complete sets of both descriptive and technical manuals for the application software shall be included.
- 4. The available telephone support facilities shall be described.
- 5. The online help/support facility, as it relates to the proposed application, shall be included.
- 6. The time interval between new releases.
- 7. Describe your capabilities relative to supporting future Federal or Statewide Homeland Security mandates.

#### C. Data Conversion

At this time, the Environmental Health Division of the Health Department does not intend to convert any data from the existing PFS/Excel systems. However, as part of this proposal, estimate the range of costs and provide a description of consulting services that would typically be available during set-up and implementation.

Vendors should note that in the PRICE DATA (conversion), they are asked to separately price these services.

#### Beta Software

The City of Manchester, NH will entertain proposed software solutions in Beta Format, as long as:

- 1) It is identified as such during the proposal process, and
- 2) No licensing, subscription, maintenance, or any other costs are incurred until such time as the Beta Software is deemed to be ready for use in a production environment as outlined in Nonperformance Section of this request, and
- 3) The software has been QA tested by the vendor to ensure that installation will not have any adverse effects on our hardware, networks, and/or existing applications, and
- 4) Full usage documentation is provided along with timely product and technical support.

If a proposal with Beta Software is accepted, the City of Manchester, NH, will in return provide the resources to test the product within a timely manner.

The City of Manchester, NH reserves the right after testing the software and deeming it unfit for production to waive the terms of this request or implement the Non-performance clause outlined, without any cost or penalties incurred.

#### Environments

When pricing out software include additional costs, if applicable, for software usage on disaster recovery, test and backup systems. Include pricing under PRICE DATA (other), with an explanation of fees.

#### III. BACKGROUND INFORMATION

## A. City of Manchester

The City of Manchester is located on the Merrimack River in south central New Hampshire, approximately 60 mile north of Boston, MA. It is the largest city north of Boston. It is bordered by the towns of Hooksett, Bedford, Londonderry, Goffstown, Auburn, Litchfield, and Merrimack. The City has a population of 108,150 according to the 2003 report of the New Hampshire Office of State Planning, and occupies a land area of 33.9 square miles.

#### B. MHD and the Division of Environmental Health

The City of Manchester Health Department (MHD) has been serving the community for more than 100 years. The overall mission of the Health Department is "To improve the health of individuals, families, and the community through disease prevention, health promotion and protection from environmental threats". Its vision is "To be a healthy community where the public can enjoy a high quality of health in a clean environment, enjoy protection from public health threats and can access high quality health care."

The Manchester Health Department is a core City Department established by Section 3.02 of the Manchester City Charter. The duties of the Manchester Health Department as defined by Chapter 91 of the City of Manchester Code of Ordinances are as follows: "The Department shall be responsible for routinely and periodically assessing the public health of the community and recommending appropriate policies, ordinances and programs to improve the health of the community, shall investigate and control communicable diseases and shall complete environmental inspections and investigations necessary to protect the public health. The Health Department shall also be responsible for the provision of general school nursing services for Manchester school children in the school setting and shall perform such other duties as are prescribed by federal, state and local law."

The Environmental Health Division (primary users of the proposed EH Tracking System) is responsible for protecting the citizens of Manchester from a variety of environmental threats. This is accomplished by carrying out educational, inspectional and enforcement activities in several program areas including food protection (restaurant inspections), water quality (swimming area monitoring), environmental planning and pollution control (subdivisions, septic systems), institutional inspections (childcares, schools) and public health hazard and nuisance control (West Nile Virus, living conditions, litter control). In addition, the Division works closely with our local emergency responders and hospitals to plan for and respond to acts of bioterrorism, outbreaks of infectious disease and other public health threats and emergencies.

As mentioned above, the Environmental Health Division is responsible for carrying out a number of environmental health programs in Manchester. As a result, a tremendous amount of data is processed. For instance, in FY 03, the Division performed nearly 2,500 restaurant inspections, over 200 swimming

pool inspections, over 250 septic system inspections and investigated over 600 public health nuisance complaints. Each of these interactions contains valuable environmental public health indicators that, if tracked properly, would provide the data necessary to steer a public health improvement process around community environmental health issues.

The Environmental Health Division is currently using a combination of paper-based forms, e-mail, Excel spreadsheets, HTE (AS400 application), and Professional File (Btrieve application) to manage the above activities.

SunGard/HTE Land and Parcel Management module is used for address, principal, and contact information inquiry. New and renewed pool permits are also handled through the SunGard HTE's Business Licensing module.

Although, the City's parcel information is stored on the SunGard/HTE Land and Parcel Management (Map/Lot) module, the Health Department has determined that leverage of this data is not essential but would be helpful. Throughout the City, we have several other products that also utilize address information. If you have experience retrieving data from existing applications, state your product, how your product works, and what your experience is in retrieving data from external databases. Please include this information under IX.A.PRICE DATA, 2. Optional Software/Services in this proposal.

## IV. GENERAL INSTRUCTIONS ON VENDOR RESPONSES

Responding to Items in this Section

(Please see Section X. PROPOSAL FORMAT):

Vendors shall submit answers to each item in this section describing how their system meets the requirements mentioned in that item, unless the item specifically indicates that no response is needed. Vendors should use the format provided and add explanation details as necessary. The following answer key should be used when responding to the requirements:

Y = This feature is provided.

N =This feature is not provided.

U = The proposed user tools can be used to provide this feature.

F = There is a future plan to provide this feature - **specify anticipated release** date.

## V. ENVIRONMENTAL HEALTH TRACKING SYSTEM SUMMARY OF SOFTWARE REQUIREMENTS

The following requirements are for the Environmental Health Division of the City of Manchester. The Environmental Health Division is requesting that the proposal be broken down into two phases. Phase I will be a client/server application, which can include web access for 5 field inspectors, 3 EH administrators and 1 EH security/system administrator. The primary purpose of Phase I is to set up data and image collection and establish automated workflow.

Phase II will integrate the Phase I application with our current GIS system and provide remote access for the 5 field inspectors. All features provided in Phase I, must continue to be operational in Phase II.

| EH Tr  | acking System Requirements  | Y | N | U | F | M | Comments |
|--------|---|---|---|---|---|---|----------|
| Genera | al Requirements   |   |   |   |   |   |          |
|        | Provide a response (compliance) code for each, as well as a response illustrating the level of compliance of the proposed solution. |   |   |   |   |   |          |
| 1.     | Uses standard Windows menus, mouse and keyboard conventions   |   |   |   |   |   |          |
| 2.     | Full mouse or keyboard driven menu structures.  |   |   |   |   |   |          |
| 3.     | Allow concurrent users to perform standard data entry tasks without locking each other out.   |   |   |   |   |   |          |
|        | State how many concurrent users are included in your proposal pricing   |   |   |   |   |   |          |

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| EH Tre | acking System Requirements  | Y | N | U | F | M | Comments |
|--------|---|---|---|---|---|---|----------|
| Genera | al Requirements   |   |   |   |   |   |          |
| 4.     | Complete relational data structure.   |   |   |   |   |   |          |
|        | a.) The database system must be open, widely used, be based on the relational data model that provides for standard SQL access, be ODBC-compliant, and not proprietary. |   |   |   |   |   |          |
|        | b.) Standard Microsoft SQL<br>Client/Server Database Structure for<br>Wide Area Networks.   |   |   |   |   |   |          |
|        | c.) Single entry point updates all relevant modules.  |   |   |   |   |   |          |
|        | d.) Referential Integrity maintained with cascading updates and deletes   |   |   |   |   |   |          |
|        | e.) Able to modify key values with referential integrity maintained (Permit Number, Inspector ID, etc.)   |   |   |   |   |   |          |
|        | f.) Software must support redundancy.   |   |   |   |   |   |          |
| 5.     | Color-coded data entry screens to instantly flag required menu tabs, required fields and invalid entries.   |   |   |   |   |   |          |

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F = There is a future plan to provide this feature - **specify anticipated release date**.

| EH Tre | acking System Requirements   | Y | N | $\boldsymbol{\mathit{U}}$ | F | M | Comments |
|--------|--|---|---|---------------------------|---|---|----------|
| Genera | al Requirements  |   |   |                           |   |   |          |
| 6.     | User definable custom data import/export capability.   |   |   |                           |   |   |          |
| 7.     | The system must provide commands to add, edit, delete, view, and print all database records or tables.   |   |   |                           |   |   |          |
| 8.     | User-defined system rules for all data entry fields (Master and Transaction Files):  |   |   |                           |   |   |          |
|        | a.) Assign Default Values (absolute or conditional).   |   |   |                           |   |   |          |
|        | b.) Set field requirements (absolute or conditional).  |   |   |                           |   |   |          |
|        | c.) Disable fields (absolute or conditional). All table driven codes should have an active/inactive checkbox. Codes can only be deleted if not assigned. |   |   |                           |   |   |          |
|        | d.) Define custom error conditions and levels of severity.   |   |   |                           |   |   |          |
|        | e.) Update field values based on other fields.   |   |   |                           |   |   |          |

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| EH Tro | acking System Requirements  | Y | N | $oldsymbol{U}$ | F | M | Comments |
|--------|---|---|---|----------------|---|---|----------|
| Genera | l Requirements  |   |   |                |   |   |          |
|        | f.) Require child records (absolute or conditional).  |   |   |                |   |   |          |
| 9.     | User Defined Fields available in all modules.<br>Must be capable of accepting all data types. |   |   |                |   |   |          |
| 10.    | Optional spell check on narrative fields.   |   |   |                |   |   |          |
| 11.    | Multi-Level Security functionality administered by an in-house system/security administrator. |   |   |                |   |   |          |
|        | a.) Module-Level Access.  |   |   |                |   |   |          |
|        | b.) Screen-Level Access within modules.   |   |   |                |   |   |          |
|        | c.) Add, edit, delete, view, enable and lock access modes.                                    |   |   |                |   |   |          |
|        | d.) System must enforce security on Security Administrator defined roles and groups.          |   |   |                |   |   |          |
|        | e.) Grant/revoke access to individual lookup tables.  |   |   |                |   |   |          |
|        | f.) Define minimum password complexity.   |   |   |                |   |   |          |

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F = There is a future plan to provide this feature - **specify anticipated release date**.

| EH Tracking System Requirements  | Y | N | U | F | M | Comments |
|--|---|---|---|---|---|----------|
| <b>General Requirements</b>  |   |   |   |   |   |          |
| g.) Force password changes - new user logins are forced to change their password immediately and then at a frequency (time limit) established by the system administrator. |   |   |   |   |   |          |
| h.) Disable user IDs' after unsuccessful login attempts or system/security administrator's discretion.   |   |   |   |   |   |          |
| i.) The password will be stored and displayed in an encrypted form.  |   |   |   |   |   |          |
| j.) An operator must be able to change<br>their password at any time after signing<br>onto the system with a valid username<br>and password.                               |   |   |   |   |   |          |
| k.) The System/Security Administrator must be able to add, change, and inactivate user settings. The system/security administrator can only reset passwords to a blank.    |   |   |   |   |   |          |

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| EH Tro | acking System Requirements   | Y | N | U | F | M | Comments |
|--------|--|---|---|---|---|---|----------|
| Genera | al Requirements  |   |   |   |   |   |          |
|        | The System/Security Administrator must have access to a log of security activity to determine users usage and attempts to log in to the system.  |   |   |   |   |   |          |
|        | <ul> <li>m.) Auto-timeout feature available to log<br/>users out after defined period of<br/>inactivity.</li> </ul>  |   |   |   |   |   |          |
| 12.    | Complete Audit Trail – available on record or field. Add a date, time and username stamp to all transactions, comments and free form text fields as well as any status field. The stamp cannot be changed once a record/field data is entered. |   |   |   |   |   |          |
| 13.    | Automatic archiving or de-activation of records associated with facilities (Food and complaint records only) that are removed from the active database (go out of business). Historical information based on address should be retained.       |   |   |   |   |   |          |
| 14.    | Custom Report Generator  |   |   |   |   |   |          |
|        | a.) Access to all system files including user defined fields.  |   |   |   |   |   |          |

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| EH Tro | icking System Requirements  | Y | N | $oldsymbol{U}$ | F | M | Comments |
|--------|---|---|---|----------------|---|---|----------|
| Genera | l Requirements  |   |   |                |   |   |          |
|        | b.) Includes custom query builder for selecting data.                                       |   |   |                |   |   |          |
|        | c.) Output results to screen, printer or multiple file formats (txt, xls, dbf, html, pdf).  |   |   |                |   |   |          |
|        | d.) Ability to produce forms, lists, mail merges, labels, summaries, and cross tabulations. |   |   |                |   |   |          |
| 15.    | Easy to use Query Builder   |   |   |                |   |   |          |
|        | a.) Automatically generates SQL statements or accepts native SQL commands.                  |   |   |                |   |   |          |
|        | b.) Create custom queries on all databases/tables including user-defined fields.            |   |   |                |   |   |          |
|        | c.) Useful for custom data exports.   |   |   |                |   |   |          |
| 16.    | Custom Graph/Charting Utility.  |   |   |                |   |   |          |

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Y This feature is provided. This feature is not provided. N

U The proposed user tools can be used to provide this feature.

There is a future plan to provide this feature - specify anticipated release date. M

| EH Tro | acking System Requirements  | Y | N | $oldsymbol{U}$ | F | M | Comments |
|--------|---|---|---|----------------|---|---|----------|
| Genera | al Requirements   |   |   |                |   |   |          |
| 17.    | The ability to link, embed and delete external file(s), such as word document(s), digital photograph(s), or scanned image(s) to\from existing records. Acceptable formats are TIFFs, PDFs, JPEGs, DWGs-CAD and GIFS. Feature must be capable or producing an audit trails.  |   |   |                |   |   |          |
| 18.    | Supports Signature Capture (via touch screen terminals) and attachment to records.  |   |   |                |   |   |          |
| 19.    | Complex searches and queries (such as permit histories, process summaries, and location summaries) must occur in parallel to normal workstation processing, such as call taking, inspections, and supervisory functions, and be performed at a low enough priority to not impact the operator's workstation while performing any other tasks. |   |   |                |   |   |          |
| 20.    | The ability to suppress field names from screens/reports based on authority. Exp: complaint reporters name.   |   |   |                |   |   |          |

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| EH Tre | acking System Requirements   | Y | N | $\boldsymbol{\mathit{U}}$ | F | M | Comments |
|--------|--|---|---|---------------------------|---|---|----------|
| Genera | al Requirements  |   |   |                           |   |   |          |
| 21.    | The ability to purge inactive data/records to other storage mediums based on inactive status and date range. |   |   |                           |   |   |          |
| 22.    | The application should support data replication for disaster recovery.                                       |   |   |                           |   |   |          |
| 23.    | Invoice, payment and receipts modules.<br>Audit trail must be provided.                                      |   |   |                           |   |   |          |

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U = The proposed user tools can be used to provide this feature.

F = There is a future plan to provide this feature - specify anticipated release date.

M = Modification would be required at an additional cost - specify estimated cost.

| EH Tracking System Requirements |   | Y | N | U | F | M | Comments |
|---------------------------------|---|---|---|---|---|---|----------|
| INSPECTOR SCHEDULING            |   |   |   |   |   |   |          |
|                                 | Provide a response (compliance) code for each, as well as a response illustrating the level of compliance of the proposed solution.           |   |   |   |   |   |          |
| 24.                             | Assign/reassign or transfer a complaint based on availability and district of different field staff. Manage access through security settings. |   |   |   |   |   |          |
| 25.                             | Ability to display Inspectors' calendar in calendar format.   |   |   |   |   |   |          |
| 26.                             | Define unlimited Shift Schedules with any repeating shift pattern.  |   |   |   |   |   |          |
| 27.                             | Maintain perpetual shift calendar – verify on-duty inspector(s) for any date.   |   |   |   |   |   |          |
| 28.                             | Schedule non-scheduled inspections based on inspector's assigned day of the week for that Permit type, Class type, and district.              |   |   |   |   |   |          |
|                                 | Note: Schedule should be sorted in street order to minimize driving time.   |   |   |   |   |   |          |

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F = There is a future plan to provide this feature - **specify anticipated release date**.

| EH Tre | acking System Requirements   | Y | N | $\boldsymbol{\mathit{U}}$ | F | M | Comments |
|--------|--|---|---|---------------------------|---|---|----------|
| INSPE  | CTOR SCHEDULING  |   |   |                           |   |   |          |
| 29.    | Automatically create Daily Schedule by inspector based on log entry.                             |   |   |                           |   |   |          |
| 30.    | Block out days not available for inspections.  |   |   |                           |   |   |          |
| 31.    | One-click access to Summary and Detail Scheduling Reports.                                       |   |   |                           |   |   |          |
| 32.    | Ability to create, edit, delete and view the inspector's calendar in calendar format.            |   |   |                           |   |   |          |
| 33.    | Track and display future events as well as past events.  |   |   |                           |   |   |          |
| 34.    | Marks days where events occurred with colored icons.   |   |   |                           |   |   |          |
| 35.    | Complete user customization available for defining on-duty and off-duty categories.              |   |   |                           |   |   |          |
| 36.    | Quickly view all on-duty inspectors as well as off-duty inspectors. Calendar view would be best. |   |   |                           |   |   |          |
| 37.    | On-Line inspectors roster available.   |   |   |                           |   |   |          |
| 38.    | Track and display future events as well as past events.  |   |   |                           |   |   |          |

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| EH Tro | acking System Requirements   | Y | N | $\boldsymbol{U}$ | F | M | Comments |
|--------|--|---|---|------------------|---|---|----------|
| INSPE  | INSPECTOR SCHEDULING   |   |   |                  |   |   |          |
| 39.    | Automatically updates as events are recorded (Incidents, Training, Meetings, etc.)   |   |   |                  |   |   |          |
| 40.    | Ability to manually schedule inspections for new permits based on permit type, classification, inspector availability and/or district. The system should be able to schedule inspections on pending renewals based on inspection frequency determined in a table based on permit type, classification, inspector and district. |   |   |                  |   |   |          |
| 41.    | Ability to memorize or automatically schedule recurring events (weekly and monthly meetings) for quick data entry.  Note: It would be helpful if there could be a link to Outlook/Exchange or vise versa.  |   |   |                  |   |   |          |

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| EH Tre  | acking System Requirements  | Y | N | U | F | M | Comments |
|---------|---|---|---|---|---|---|----------|
| Present | tation and Data Entry   |   |   |   |   |   |          |
| 42.     | The field staff, administrative and supervisory staff may input data and interact with the system using the following methods:    |   |   |   |   |   |          |
|         | a.) Descriptive forms and dialog boxes.   |   |   |   |   |   |          |
|         | b.) Efficient use of the mouse and tab keys.  |   |   |   |   |   |          |
|         | c.) Buttons to select options.  |   |   |   |   |   |          |
|         | d.) Menu and hyperlink based navigation.  |   |   |   |   |   |          |
|         | e.) Scroll bars for positioning.  |   |   |   |   |   |          |
|         | f.) Drop-down lists and combo boxes to make selections.   |   |   |   |   |   |          |
|         | g.) Right mouse button and context menus to select options (the subset of commands for the context menus should be configurable). |   |   |   |   |   |          |
|         | h.) Function keys.  |   |   |   |   |   |          |
|         | i.) Copy, cut, and paste operations.  |   |   |   |   |   |          |
|         | j.) Screen icons for navigation.  |   |   |   |   |   |          |

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| EH Tro  | acking System Requirements   | Y | N | U | F | M | Comments |
|---------|--|---|---|---|---|---|----------|
| Present | tation and Data Entry  |   |   |   |   |   |          |
|         | k.) Methods for importing/exporting data in batches.   |   |   |   |   |   |          |
| 43.     | Templates available in all modules for rapid entry of recurring events.  |   |   |   |   |   |          |
| 44.     | Macro Capability (saving repetitive keystrokes to a Function Key).   |   |   |   |   |   |          |
| 45.     | Graphical and other attributes must be configurable, using a graphical administrative interface where possible to change settings. Other configurations must be accomplished using Commercial Off-The-Shelf (COTS) software tools. |   |   |   |   |   |          |
| 46.     | When inputting data into a field, auto-fill from the initial character strike should be available.   |   |   |   |   |   |          |
| 47.     | List box and drop down fields should be configurable by EH staff.  |   |   |   |   |   |          |
| 48.     | The ability to have multiple windows open at once to perform searches and inquiries without losing the current window.   |   |   |   |   |   |          |

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| EH Tro  | acking System Requirements  | Y | N | $oldsymbol{U}$ | F | M | Comments |
|---------|---|---|---|----------------|---|---|----------|
| Present | tation and Data Entry   |   |   |                |   |   |          |
| 49.     | The ability to search from any field/screen or any combination of fields/screens.   |   |   |                |   |   |          |
| 50.     | The ability to navigate between focus areas with a minimal amount of clicks, tab and screen changes.  |   |   |                |   |   |          |
| 51.     | Each entry must flow according to established workflow. (See Exhibit A.)  |   |   |                |   |   |          |
| 52.     | The ability to add, edit, delete and view Business demographic information:   |   |   |                |   |   |          |
|         | <ul> <li>a.) The ability to add, edit, delete and<br/>view multiple contacts for a given<br/>address.</li> </ul>  |   |   |                |   |   |          |
|         | b.) Name fields must have a separate field for first and last name.   |   |   |                |   |   |          |
|         | c.) The ability to add, edit, delete and view multiple address files with a field to select the type of ownership i.e., owner, manager, operator, applicant, contractor, etc., and type of address, i.e., mailing, permit, physical address, etc. Optional Addresses (PO Boxes, c/o, etc. can also go here. |   |   |                |   |   |          |

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| EH Tro  | acking System Requirements   | Y | N | U | F | M | Comments |
|---------|--|---|---|---|---|---|----------|
| Present | Presentation and Data Entry  |   |   |   |   |   |          |
|         | d.) Separate numeric field for street<br>number, alpha field for street name, and<br>alpha field for street suffix.  |   |   |   |   |   |          |
|         | e.) Separate fields for business name and dba .  |   |   |   |   |   |          |
| 53.     | Ability to interface with existing address files throughout the application. Present address information is stored on an AS400 in a product called Land/Parcel Management developed by Sunguard HTE (LX). State experience in retrieving data from external databases. |   |   |   |   |   |          |
| 54.     | The system must be capable of providing location-specific recommendations for addresses.   |   |   |   |   |   |          |

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| EH Tro  | acking System Requirements  | Y | N | U | F | M | Comments |
|---------|---|---|---|---|---|---|----------|
| Present | Presentation and Data Entry   |   |   |   |   |   |          |
| 55.     | Location-specific attributes must be user-<br>defined to exact address and/or geographic<br>area. Identify a known issue present at an<br>address, i.e., outbreak, violation, citation(s).  |   |   |   |   |   |          |
| 56.     | Comments and notes available on each screen and for each permit type and classification.  |   |   |   |   |   |          |
| 57.     | Ability to add, edit, view and delete addresses within addresses. (i.e., a Mall has one address with multiple stores. Each store has different inspection/permit needs.  Apartment houses have one address with multiple apartments.) |   |   |   |   |   |          |
| 58.     | Create geographical districts for assignment to inspectors.   |   |   |   |   |   |          |
| 59.     | Ability to assign/reassign an address to a district.  |   |   |   |   |   |          |
| 60.     | Ability to assign/reassign an inspector to a district.  |   |   |   |   |   |          |
| 61.     | Ability to add, edit, view and delete multiple permit types.  |   |   |   |   |   |          |

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| EH Tre  | acking System Requirements  | Y | N | $oldsymbol{U}$ | F | M | Comments |
|---------|---|---|---|----------------|---|---|----------|
| Present | tation and Data Entry   |   |   |                |   |   |          |
| 62.     | Ability to add, edit, view and delete multiple permit classes by permit type.   |   |   |                |   |   |          |
| 63.     | Assign/reassign permit types and class types to an Inspector.   |   |   |                |   |   |          |
| 64.     | Ability to add, edit, view and delete hyperlink addresses to each module within the application. Would be useful for those processes where you have to keep checking for results.   |   |   |                |   |   |          |
| 65.     | Ability to auto and manually assign MHD specific permit/license numbers by permit type. Mobile units need the same permit/license number from year to year because they are painted on their vehicles. State permit numbers are their own unique number and must be assigned through this system. These numbers are usually alpha numeric. Must have validation on missing numbers when manually assigning numbers. |   |   |                |   |   |          |
| 66.     | Ability to assign a block of permit numbers (by permit type and classification) to inspectors by permit type for issuance in the field and later entry in the system.   |   |   |                |   |   |          |

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| EH Tre  | acking System Requirements  | Y | N | $oldsymbol{U}$ | F | M | Comments |
|---------|---|---|---|----------------|---|---|----------|
| Present | tation and Data Entry   |   |   |                |   |   |          |
| 67.     | Ability to assign renewal frequency by permit type and class. Must be able to override when necessary. Renewal types: Annual, Semi-Annual, a fixed date and non-renewable (temporary).  |   |   |                |   |   |          |
| 68.     | Ability to add, edit and delete compliance and citation language to a table. Ability to reference when necessary throughout the application. Use code, code description, code comments.   |   |   |                |   |   |          |
| 69.     | Ability to add, edit and delete permit and penalty fees to a fee table. Fees are assigned by permit type and classification. Must be able to override them during processing. Must be able to assign grace periods for penalties. |   |   |                |   |   |          |
| 70.     | Ability to generate customized permit applications and renewal notice letters by permit type and classification.  |   |   |                |   |   |          |

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M = Modification would be required at an additional cost - **specify estimated cost**. 7/13/2005 S\Shared\APPL\Health\EH\_Tracking\_RFP\_v4.doc

| EH Tro  | acking System Requirements   | Y | N | U | F | M | Comments |
|---------|--|---|---|---|---|---|----------|
| Present | tation and Data Entry  |   |   |   |   |   |          |
| 71.     | Ability to add, edit and delete inspection results in a table. Ability to reference when necessary throughout the application. Use code, code description, code comments. Inspection results are numeric and can produce a flag when over a certain value. |   |   |   |   |   |          |
| 72.     | Ability to create, edit, delete and view a weight/point system for scoring of food inspections.  |   |   |   |   |   |          |
| 73.     | Ability to enter job costing information by permit and class types.  |   |   |   |   |   |          |
| 74.     | Need to have a field to suppress permit print for state issued permits.  |   |   |   |   |   |          |
| 75.     | Ability to create, edit, delete and view critical item status and merit award criteria based on established points/scores.   |   |   |   |   |   |          |
| 76.     | Ability to enter job costing information by permit and class type.   |   |   |   |   |   |          |

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| EH Tr   | acking System Requirements   | Y | N | U | F | M | Comments |
|---------|--|---|---|---|---|---|----------|
| Integra | ated Document Imaging System   |   |   |   |   |   |          |
| 77.     | The system includes the ability to scan, store, print and fax documents in any format.   |   |   |   |   |   |          |
| 78.     | Scanned images can be embedded or linked through our LAN network.  |   |   |   |   |   |          |
| 79.     | The security of scanned images is fully integrated with system security.   |   |   |   |   |   |          |
| 80.     | The system includes an option to block out areas from view/print on a scanned image.   |   |   |   |   |   |          |
| 81.     | Associate scanned images with the respective property address, permit/complaint number or business file.   |   |   |   |   |   |          |
| 82.     | The system includes an option for archiving documents based on a set retention schedules with the ability to attach notes, provide an audit trail and retain multiple versions of documents. |   |   |   |   |   |          |

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| EH Tro | icking System Requirements   | Y | N | U | F | M | Comments |
|--------|--|---|---|---|---|---|----------|
| Report | ing  |   |   |   |   |   |          |
|        | Propose as an option and include pricing in the cost section, as well as, describe any offering and/or the availability of default reports in the areas of measuring performance and resource utilization. |   |   |   |   |   |          |
| 83.    | Inspection schedule by inspector and date range.   |   |   |   |   |   |          |
|        | Note: It should be sorted by location in an effort to save driving time.   |   |   |   |   |   |          |
| 84.    | Total number of inspections/complaints per inspector per day.  |   |   |   |   |   |          |
| 85.    | On demand permits, permit applications and associated documents printing within context of business account.   |   |   |   |   |   |          |
| 86.    | On demand printing of blanks forms.  |   |   |   |   |   |          |
| 87.    | Monthly establishment of inspections by type of establishment (Class) and inspector. Include non-scheduled and follow-up inspections.  |   |   |   |   |   |          |
| 88.    | Monthly number of complaints by type.  |   |   |   |   |   |          |

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| EH Tre | EH Tracking System Requirements  |  | N | $oldsymbol{U}$ | F | M | Comments |
|--------|--|--|---|----------------|---|---|----------|
| Report | ing  |  |   |                |   |   |          |
| 89.    | Must be able to create, edit and delete reports or have the ability to mail merge using MS Word, MS Excel, or txt/csv files. |  |   |                |   |   |          |
| 90.    | Through Print Preview, the ability to customize (edit) standard form letters once merged, when there is a need.              |  |   |                |   |   |          |
| 91.    | Monthly public safety reporting by surveillance type.  |  |   |                |   |   |          |
| 92.    | Monthly efficiency report used for personnel justification. Done by management not inspector. (Security controlled).         |  |   |                |   |   |          |
| 93.    | Monthly renewal listings by permit and class type.   |  |   |                |   |   |          |
| 94.    | Monthly sample collection data by class type.  |  |   |                |   |   |          |
| 95.    | Monthly citation summary by type of citation.  |  |   |                |   |   |          |
| 96.    | Monthly production hours – service producing, non-service producing.   |  |   |                |   |   |          |
| 97.    | Cash receipt reports by date range, transaction, permit and class type.  |  |   |                |   |   |          |
| 98.    | Able to integrate Crystal Reports (or similar reporting tool) for ad hoc reporting.  |  |   |                |   |   |          |

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| EH Tro | acking System Requirements   | Y | N | U | F | M | Comments |
|--------|--|---|---|---|---|---|----------|
| Report | ing  |   |   |   |   |   |          |
| 99.    | Ability to run permit renewals by permit type, class type, license expiration, date range in zip code order in batch or individually   |   |   |   |   |   |          |
| 100    | Ability to generate customized inspection checklists by permit type and classification   |   |   |   |   |   |          |
| 101    | Ability to generate customized permits/reports by permit type and classification. Must be able to create, edit and delete reports or have the ability to mail merge using MS Word, MS Excel, or txt/csv files. |   |   |   |   |   |          |
| 102    | Ability to generate an inspection schedule by inspector, by date range by summary and with or without details.   |   |   |   |   |   |          |
| 103    | The ability to preview and print reports, inspection checklists, and notices   |   |   |   |   |   |          |

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| EH Tre | acking System Requirements   | Y | N | U | F | M | Comments |
|--------|--|---|---|---|---|---|----------|
| Report | ing  |   |   |   |   |   |          |
| 104    | In addition to the above reports, the system must provide the ability to easily generate ad hoc reports on any data collected in system. This reporting system must be able to graphically display report results and must include the ability to generate map-based reports. The report output must be capable of being "cut and pasted" into standard office automation products and must be able to be sent via e-mail. |   |   |   |   |   |          |
| 105    | Must be able to produce a report of addresses representing a specific condition or attribute.  |   |   |   |   |   |          |

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| EH Tracking System Requirements  | Y | N | U | F | M | Comments |
|--|---|---|---|---|---|----------|
| <b>Maintenance During Operation</b>  |   |   |   |   |   |          |
| After the system is up and running it will be operational during routine business hours from 7:00 AM – 6:00 pm continuously. It is understood that certain activities may require the system to be down. Please address the activities for which downtime will have to be scheduled. |   |   |   |   |   |          |
| a.) To repair a server.  |   |   |   |   |   |          |
| b.) For recommended Preventive Maintenance.  |   |   |   |   |   |          |
| c.) For software upgrade(s).   |   |   |   |   |   |          |
| d.) Other. Explain:  |   |   |   |   |   |          |

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| EH Tre | acking System Requirements   | Y | N | U              | F | M | Comments |
|--------|--|---|---|----------------|---|---|----------|
| On-Lin | ne Help Screen   |   |   |                |   |   |          |
| 107    | Help should be available from any field and any screen within EH Tracking system, using function keys or single mouse click.   |   |   |                |   |   |          |
| 108    | On-line Help must be command-specific and capable of being searched by content, index or search (find).  |   |   |                |   |   |          |
| 109    | On-line Help must be user-editable, such as by the System Administrator or other authorized personnel, to add specific help information applicable to EH's workflow, references to State and Manchester rules, regulations and ordinances within the context of the current application screen or this information can be table driven throughout the application. |   |   |                |   |   |          |
| 110    | Comprehensive documentation (On-Line Help, Set Up Manual, Tutorial Manual, Advanced Reference).  |   |   |                |   |   |          |
|        |  |   |   |                |   |   |          |
| EH Tre | acking System Requirements   | Y | N | $oldsymbol{U}$ | F | M | Comments |

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| New Food Permits and Renewals (includes routine food inspections, renovations, and class changes).  |  |  |  |
|---|--|--|--|
| 111 For new permits, renovations or a change in class type, 4 copies of Plans are submitted.  Create new permit record and append files, or images to permit record. The image formats received are mostly CAD files.  For renewals, renewal application is mailed out. |  |  |  |
| Track approval status for other City departments (Building, Zoning, City Clerk, and Fire) as well as EH that are involved with plan inspections for permit approval/renewal. Approvals are presently received via Email and on a combined paper sign-off sheet.         |  |  |  |
| 113 If new permit, manually schedule courtesy construction and pre-opening inspections, once all other department approvals have been received, based on class of establishment and inspector and district.   |  |  |  |

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| EH Tro | EH Tracking System Requirements  |  | N | U | F | M | Comments |
|--------|--|--|---|---|---|---|----------|
|        | ood Permits and Renewals (includes e food inspections, renovations, and class es).   |  |   |   |   |   |          |
| 114    | Preview and print an inspection checklist by permit type and classification. Log date, time, and username when printed.  |  |   |   |   |   |          |
|        | It would be nice if you had the option to print<br>the inspection checklist (based on permit type)<br>for the address(es) that appear on an<br>inspector's schedule at the time you print the<br>schedule or at the time you schedule the<br>inspection. |  |   |   |   |   |          |
| 115    | Log inspection result. Update permit status.   |  |   |   |   |   |          |
| 116    | Send an alert flag to user and supervisor based on repeated violations for same location. Update inspection status.  |  |   |   |   |   |          |
| 117    | Append files or images to permit record.   |  |   |   |   |   |          |
| 118    | Log free text notes.   |  |   |   |   |   |          |
| 119    | Re-schedule inspection based on violations.  |  |   |   |   |   |          |
| 120    | Verify permit should be issued and fee determined base on what type of food is sold, how many seats in the facility, and type operation or classification.   |  |   |   |   |   |          |

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| EH Tro | acking System Requirements   | Y | N | U | F | M | Comments |
|--------|--|---|---|---|---|---|----------|
|        | ood Permits and Renewals (includes food inspections, renovations, and class ss).   |   |   |   |   |   |          |
| 121    | The ability to preview and print permit applications individually and in batch by Business ID, Date Range, Inspector ID, District in the office.   |   |   |   |   |   |          |
| 122    | Ability to assign fees from fee table when the permit application is received. Update permit status. Log date, time and username for each status: date received, fee collected, permit application processed, permit issued. |   |   |   |   |   |          |
| 123    | Generate and deliver form letters for merit award and any citations/violations issued.   |   |   |   |   |   |          |
| 124    | Track status of permit application and generic letters: Log date, time and username for each status: printed, mailed or hand-delivered, and received back completed.   |   |   |   |   |   |          |
| 125    | Assign MHD Permit/License numbers by permit type and classification.   |   |   |   |   |   |          |

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| EH Tro | acking System Requirements   | Y | N | U | F | M | Comments |
|--------|--|---|---|---|---|---|----------|
|        | ood Permits and Renewals (includes e food inspections, renovations, and class es).   |   |   |   |   |   |          |
| 126    | Review, edit or delete any changes to business demographic information. (i.e., change of ownership, change of class, address change, etc.) |   |   |   |   |   |          |
| 127    | Schedule renewal (11 months) and next inspection date.   |   |   |   |   |   |          |
| 128    | Preview and print applicable permit-by-permit type and classification. Log date, time, and username when printed.                          |   |   |   |   |   |          |

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| EH Tro | acking System Requirements  | Y | N | U | F | M | Comments |
|--------|---|---|---|---|---|---|----------|
| New M  | obile food permits and renewals   |   |   |   |   |   |          |
| 129    | The ability to preview and print permit applications individually and in batch by Business ID, Date Range, Inspector ID, and District in the office.  |   |   |   |   |   |          |
| 130    | Verify permit should be issued and fee<br>determined based on what is being sold,<br>where the food is coming from, how it is being<br>sold, where and when the item will be sold.                            |   |   |   |   |   |          |
| 131    | Log what is being sold, where the food is coming from, how it is being sold, where and when the item will be sold.  |   |   |   |   |   |          |
| 132    | Track status of permit application and commissary agreement. Log date, time and username for each status: printed, mailed or hand-delivered, and received back completed.                                     |   |   |   |   |   |          |
| 133    | Ability to assign fees from fee table when the permit application is received. Update permit status. Log date, time and username for each status: fee collected, permit application processed, permit issued. |   |   |   |   |   |          |

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Y = This feature is provided. N = This feature is not provided.

U = The proposed user tools can be used to provide this feature.

F = There is a future plan to provide this feature - **specify anticipated release date**.

| EH Tro | acking System Requirements  | Y | N | $oldsymbol{U}$ | F | M | Comments |
|--------|---|---|---|----------------|---|---|----------|
| New M  | obile food permits and renewals   |   |   |                |   |   |          |
| 134    | If new permit, manually schedule inspection based on class of establishment and inspector and district.   |   |   |                |   |   |          |
| 135    | Preview and print an inspection checklist by permit type and classification. Log date, time, and username when printed.   |   |   |                |   |   |          |
|        | It would be nice if you could print the inspection checklist (based on permit type) for the addresses that appear on an inspector's schedule at the time you print the schedule   |   |   |                |   |   |          |
| 136    | Log inspection results. Update permit status.   |   |   |                |   |   |          |
| 137    | Log free text notes.  |   |   |                |   |   |          |
| 138    | Re-schedule inspection based on violations.   |   |   |                |   |   |          |
| 139    | If new permit, Assign MHD Permit/License numbers by permit type and classification. Renewals have to be fixed permit numbers because they are painted on the units and reissued with the same number each year that they received a permit. |   |   |                |   |   |          |
| 140    | Review, edit or delete and changes to business demographic information. (i.e., change of ownership, address change, etc.)   |   |   |                |   |   |          |

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| EH Tre | acking System Requirements  | Y | N | $\boldsymbol{\mathit{U}}$ | F | M | Comments |
|--------|---|---|---|---------------------------|---|---|----------|
| New M  | lobile food permits and renewals  |   |   |                           |   |   |          |
| 141    | Schedule renewal (11 months) and next inspection date.  |   |   |                           |   |   |          |
| 142    | Append files, or images to permit renewal record.   |   |   |                           |   |   |          |
| 143    | Preview and print applicable permit by permit type and classification. Log date, time, and username when printed. |   |   |                           |   |   |          |

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| EH Tracking System Requirements   | Y | N | $\boldsymbol{\mathit{U}}$ | F | M | Comments |
|---|---|---|---------------------------|---|---|----------|
| Temporary food permits  |   |   |                           |   |   |          |
| The ability to preview and print permit applications individually and in batch by Business ID, Date Range, Inspector ID, and District in the office. Issued 2 weeks prior to event.                           |   |   |                           |   |   |          |
| Review, edit or delete and changes to business demographic information. (i.e., change of ownership, address change, etc.)   |   |   |                           |   |   |          |
| Verify permit should be issued and fee determined based on what is being sold, where the food is coming from, how it is being sold, where and when the item will be sold.                                     |   |   |                           |   |   |          |
| Log what is being sold, how, where and when the item will be sold and who is sponsoring the event   |   |   |                           |   |   |          |
| Ability to assign fees from fee table when the permit application is received. Update permit status. Log date, time and username for each status: fee collected, permit application processed, permit issued. |   |   |                           |   |   |          |

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| EH Tro | acking System Requirements   | Y | N | U | F | M | Comments |
|--------|--|---|---|---|---|---|----------|
| Тетро  | rary food permits  |   |   |   |   |   |          |
| 149    | Track status of permit application: Log date, time and username for each status: printed, mailed or hand-delivered, and received back completed.                                 |   |   |   |   |   |          |
| 150    | Manually schedule inspection based on class of establishment and inspector and district.   |   |   |   |   |   |          |
| 151    | Preview and print an inspection checklist by permit type and classification. Log date, time, and username when printed.  |   |   |   |   |   |          |
|        | It would be nice if you could print the inspection checklist (based on permit type) for the addresses that appear on an inspector's schedule at the time you print the schedule. |   |   |   |   |   |          |
| 152    | Log inspection result. Update permit status.   |   |   |   |   |   |          |
| 153    | Log free text notes.   |   |   |   |   |   |          |
| 154    | Re-schedule inspection based on violations. (Repeat steps above).  |   |   |   |   |   |          |

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| EH Tro | acking System Requirements  | Y | N | U | F | M | Comments |
|--------|---|---|---|---|---|---|----------|
| Tempo  | rary food permits   |   |   |   |   |   |          |
| 155    | Assign a temporary MHD Permit/License numbers by permit type and classification. These will be issued from a block of numbers that have been assigned by inspector. The will be entered in the system once the inspector returns to the office. |   |   |   |   |   |          |
| 156    | Append files, or images to permit renewal record.   |   |   |   |   |   |          |
| 157    | Preview and print applicable permit by permit type and classification. Log date, time, username when printed.   |   |   |   |   |   |          |

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| EH Tro | acking System Requirements   | Y | N | U | F | M | Comments |
|--------|--|---|---|---|---|---|----------|
| _      | ool permits and renewals (includes pre-<br>g inspections)  |   |   |   |   |   |          |
| 158    | For new permits, Plans are submitted to the State for approval. Approval letter is received. Create new permit record and append files, or images to permit record. The image formats received are mostly CAD files.  For renewals, renewal application is mailed out. |   |   |   |   |   |          |
| 159    | If new permit, manually schedule inspection based on class of establishment and inspector and district.  |   |   |   |   |   |          |
| 160    | Preview and print an inspection checklist by permit type and classification. Log date, time, and username when printed.  |   |   |   |   |   |          |
|        | It would be nice if you could print the inspection checklist (based on permit type) for the addresses that appear on an inspector's schedule at the time you print the schedule.   |   |   |   |   |   |          |
| 161    | Log inspection result. Update permit status.   |   |   |   |   |   |          |
| 162    | Log free text notes.   |   |   |   |   |   |          |

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| EH Tro | acking System Requirements  | Y | N | U | F | M | Comments |
|--------|---|---|---|---|---|---|----------|
| _      | ool permits and renewals (includes pre-<br>g inspections)   |   |   |   |   |   |          |
| 163    | Re-schedule inspection based on violations. (Repeat steps above.).  |   |   |   |   |   |          |
| 164    | Verify permit should be issued and fee determined based the type and the number of bathing facilities.  |   |   |   |   |   |          |
| 165    | The ability to preview and print permit applications individually and in batch by Business ID, Date Range, Inspector ID, and District in the office. Issued 2 weeks prior to event.                           |   |   |   |   |   |          |
| 166    | Track status of permit application: Log date, time and username for each status: printed, mailed or hand-delivered, and received back completed.  |   |   |   |   |   |          |
| 167    | Assign MHD Permit/License numbers by permit type and classification.  |   |   |   |   |   |          |
| 168    | Ability to assign fees from fee table when the permit application is received. Update permit status. Log date, time and username for each status: fee collected, permit application processed, permit issued. |   |   |   |   |   |          |

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F = There is a future plan to provide this feature - **specify anticipated release date**.

| EH Tre | acking System Requirements  | Y | N | U | F | M | Comments |
|--------|---|---|---|---|---|---|----------|
| _      | ool permits and renewals (includes pre-<br>g inspections)   |   |   |   |   |   |          |
| 169    | Review, edit or delete and changes to business demographic information. (i.e., change of ownership, address change, etc.) |   |   |   |   |   |          |
| 170    | Schedule renewal (11 months) and next inspection date.  |   |   |   |   |   |          |
| 171    | Append files, or images to permit renewal record.   |   |   |   |   |   |          |
| 172    | Preview and print applicable permit by permit type and classification. Log date, time, and username when printed.         |   |   |   |   |   |          |

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| EH Tro | acking System Requirements   | Y | N | U | F | M | Comments |
|--------|--|---|---|---|---|---|----------|
| New sy | stem installation permits for septic systems   |   |   |   |   |   |          |
| 173    | Manually schedule Test Pit inspection based on permit type and inspector.  |   |   |   |   |   |          |
| 174    | Preview and print an inspection checklist by permit type and classification. Log date, time, and username when printed.  |   |   |   |   |   |          |
|        | It would be nice if you could print the inspection checklist (based on permit type) for the addresses that appear on an inspector's schedule at the time you print the schedule. |   |   |   |   |   |          |
| 175    | Ability to attach EH definable on-line compliance guidelines (State and local) to violation notice.  |   |   |   |   |   |          |
| 176    | Log test pit results. Update permit status.  |   |   |   |   |   |          |
| 177    | Log free text notes.   |   |   |   |   |   |          |
| 178    | Log plans submitted to EH. At this time, most plans are submitted from CAD files.  |   |   |   |   |   |          |
| 179    | Plans are reviewed for compliance with State and Local regulations. If not approved repeat step and pay additional fee.  |   |   |   |   |   |          |

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Y This feature is provided. This feature is not provided. N

U The proposed user tools can be used to provide this feature.

There is a future plan to provide this feature - specify anticipated release date. Modification would be required at an additional cost - specify estimated cost.

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| EH Tro | acking System Requirements   | Y | N | U | F | M | Comments |
|--------|--|---|---|---|---|---|----------|
| New sy | stem installation permits for septic systems   |   |   |   |   |   |          |
| 180    | Ability to assign fees from fee table. Update inspection status. Log date, time and username for each status: fee collected. |   |   |   |   |   |          |
| 181    | Append files, or images to permit renewal record.  |   |   |   |   |   |          |
| 182    | Once approved by MHD, the plans are sent to the State for further review.  |   |   |   |   |   |          |
| 183    | If not approved, plans are sent back to designer for revision(s). Repeat steps above as needed.                              |   |   |   |   |   |          |
| 184    | Log approval from State  |   |   |   |   |   |          |
| 185    | Manually schedule site-preparation (bed bottom) by permit type and inspector   |   |   |   |   |   |          |
| 186    | Verify permit should be issued and fee determined based the type (commercial or residential).                                |   |   |   |   |   |          |
| 187    | Verify permit should be issued, all compliance guidelines have been met and that all approvals have been received.           |   |   |   |   |   |          |

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| EH Tro | acking System Requirements  | Y | N | U | F | M | Comments |
|--------|---|---|---|---|---|---|----------|
| New sy | stem installation permits for septic systems  |   |   |   |   |   |          |
| 188    | The ability to preview and print permit applications individually and in batch by Business ID, Date Range, Inspector ID, and District in the office.  |   |   |   |   |   |          |
| 189    | Track status of permit application: Log date, time and username for each status: printed, mailed or hand-delivered, and received back completed.  |   |   |   |   |   |          |
| 190    | Ability to assign fees from fee table when the permit application is received. Fee is based on type of system to be installed (commercial or residential). Update permit status. Log date, time and username for each status: fee collected, permit application processed, permit issued. |   |   |   |   |   |          |
| 191    | Review, edit or delete and changes to business demographic information. (i.e., change of ownership, address change, etc.)   |   |   |   |   |   |          |
| 192    | Manually schedule Final Inspection based on permit type, inspector and district.  |   |   |   |   |   |          |

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| EH Tro | acking System Requirements   | Y | N | U | F | M | Comments |
|--------|--|---|---|---|---|---|----------|
| New sy | stem installation permits for septic systems   |   |   |   |   |   |          |
| 193    | Log inspection results. Update permit status.<br>Repeat steps above as needed. One free<br>(courtesy) re-inspection, then fee applied. |   |   |   |   |   |          |
| 194    | Log free text notes.   |   |   |   |   |   |          |
| 195    | Assign State Permit/License numbers by permit type and classification.   |   |   |   |   |   |          |
| 196    | Preview and print operational permit by permit type and classification. Log date, time, and username when printed.                     |   |   |   |   |   |          |

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| EH Tra             | icking System Requirements   | Y | N | U | F | M | Comments |
|--------------------|--|---|---|---|---|---|----------|
| Replace<br>systems | e-in-kind installation permits for septic  |   |   |   |   |   |          |
| 197                | Request for inspection received. Manually schedule Test Pit inspection based on permit type and inspector.   |   |   |   |   |   |          |
| 198                | Preview and print an inspection checklist by permit type and classification. Log date, time, and username when printed.  |   |   |   |   |   |          |
|                    | It would be nice if you could print the inspection checklist (based on permit type) for the addresses that appear on an inspector's schedule at the time you print the schedule. |   |   |   |   |   |          |
| 199                | Ability to attach EH definable on-line compliance guidelines (State and local) to violation notice.  |   |   |   |   |   |          |
| 200                | Log test pit results. Update permit status.  |   |   |   |   |   |          |
| 201                | Log free text notes.   |   |   |   |   |   |          |
| 202                | Once approved by MHD, installation allowed to proceed.   |   |   |   |   |   |          |
| 203                | If not allowed, new system must be designed. Follow steps for new septic installation above.   |   |   |   |   |   |          |

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M = Modification would be required at an additional cost - specify estimated cost.

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| EH Tra             | icking System Requirements   | Y | N | $oldsymbol{U}$ | F | M | Comments |
|--------------------|--|---|---|----------------|---|---|----------|
| Replace<br>systems | e-in-kind installation permits for septic  |   |   |                |   |   |          |
| 204                | Manually schedule Final Inspection (bed bottom) by permit type and inspector   |   |   |                |   |   |          |
| 205                | Preview and print an inspection checklist by permit type and classification. Log date, time, and username when printed.  |   |   |                |   |   |          |
|                    | It would be nice if you could print the inspection checklist (based on permit type) for the addresses that appear on an inspector's schedule at the time you print the schedule. |   |   |                |   |   |          |
| 206                | Log inspection results. Update permit status. Repeat steps above as needed. One free (courtesy) re-inspection, then fee applied.   |   |   |                |   |   |          |
| 207                | Log free text notes.   |   |   |                |   |   |          |
| 208                | Schedule re-inspection based on approval status. (Repeat steps above as needed.)   |   |   |                |   |   |          |
| 209                | Verify approval status and determine fee<br>based on the type of system installed<br>(commercial or residential).  |   |   |                |   |   |          |

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U = The proposed user tools can be used to provide this feature.

| EH Tra             | icking System Requirements  | Y | N | U | F | M | Comments |
|--------------------|---|---|---|---|---|---|----------|
| Replace<br>systems | e-in-kind installation permits for septic   |   |   |   |   |   |          |
| 210                | The ability to preview and print installation applications individually and in batch by Business ID, Date Range, Inspector ID, District in the office.  |   |   |   |   |   |          |
| 211                | Track status of installation application: Log date, time and username for each status: printed, mailed or hand-delivered, and received back completed.  |   |   |   |   |   |          |
| 212                | Ability to assign fees from fee table when the permit application is received. Update permit status. Log date, time and username for each status: fee collected, permit application processed, permit issued. |   |   |   |   |   |          |
| 213                | Review, edit or delete and changes to business demographic information. (i.e., change of ownership, address change, etc.)   |   |   |   |   |   |          |
| 214                | Append files, or images to permit renewal record.   |   |   |   |   |   |          |

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| EH Tra             | acking System Requirements  | Y | N | $oldsymbol{U}$ | F | M | Comments |
|--------------------|---|---|---|----------------|---|---|----------|
| Replace<br>systems | e-in-kind installation permits for septic   |   |   |                |   |   |          |
| 215                | Preview and print Letter of approval by permit type and classification. Log date, time, and username when printed. Send to owner/installer. |   |   |                |   |   |          |

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U = The proposed user tools can be used to provide this feature.

| EH Tre  | acking System Requirements  | Y | N | U | F | M | Comments |
|---------|---|---|---|---|---|---|----------|
| Test pi | ts. Permit issued by State.   |   |   |   |   |   |          |
| 216     | Handle permits issued by the State of NH but the Health Department does the inspections   |   |   |   |   |   |          |
| 217     | Manually schedule Test Pit inspection based on permit type and inspector.   |   |   |   |   |   |          |
| 218     | Generate inspection checklist   |   |   |   |   |   |          |
| 219     | Log number of pit(s) witnessed, address/site location, soil characteristics, seasonal high water table, restrictive characteristics and topography.   |   |   |   |   |   |          |
| 220     | Schedule inspection. Update approval status.  |   |   |   |   |   |          |
| 221     | Log pit inspections witnessed by address/site location, soil characteristics, seasonal high water table, restrictive characteristics, and topography. |   |   |   |   |   |          |
| 222     | Log free text notes.  |   |   |   |   |   |          |
| 223     | Generate invoices with fee based on number of pits witnessed.   |   |   |   |   |   |          |
| 224     | Log date of invoice generation and delivery.  |   |   |   |   |   |          |

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| EH Tre  | acking System Requirements   | Y | N | $oldsymbol{U}$ | F | M | Comments |
|---------|--|---|---|----------------|---|---|----------|
| Test pi | ts. Permit issued by State.  |   |   |                |   |   |          |
| 225     | Assign State Permit/License numbers by permit type and classification. |   |   |                |   |   |          |
| 226     | Log fees collected and their date of receipt.                          |   |   |                |   |   |          |
| 227     | Append files, or images to permit renewal record.                      |   |   |                |   |   |          |

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| EH Tro | EH Tracking System Requirements   |  | N | $oldsymbol{U}$ | F | M | Comments |
|--------|---|--|---|----------------|---|---|----------|
| Public | Health Nuisance/Complaints/Safety   |  |   |                |   |   |          |
| 228    | Log reporter of complaint, entry person, time, date, address of complaint, communication channel of complaint, inspector assigned to, interventions to complaint, closure indication and notes. |  |   |                |   |   |          |
| 229    | Suppress the complainant's name from any other department when issuing inspection/reinspections on complaint based on security roles.   |  |   |                |   |   |          |
| 230    | Assign inspector based on district, availability and complaint type.  |  |   |                |   |   |          |
| 231    | Manually schedule generic or ad-hoc inspection based on complaint type, inspector and district.   |  |   |                |   |   |          |
| 232    | Log inspection result. Update permit status.  |  |   |                |   |   |          |
| 233    | Referral(s) to other agencies may be made (Building, Highway, DES, EPA, DCYF, etc.) Log referral if one is made.  |  |   |                |   |   |          |

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| EH Tro | EH Tracking System Requirements   |  | N | $oldsymbol{U}$ | F | M | Comments |
|--------|---|--|---|----------------|---|---|----------|
| Public | Health Nuisance/Complaints/Safety   |  |   |                |   |   |          |
| 234    | Generate pre-filled notice(s) for owner or the owner's agent of the location indicating the violations, corrective action, and compliance time. |  |   |                |   |   |          |
| 235    | Log date that notice(s) was/were generated and delivered.   |  |   |                |   |   |          |
| 236    | Track status of complaint.  |  |   |                |   |   |          |
| 237    | Manually schedule re-inspection based on complaint type, inspector and district.  |  |   |                |   |   |          |
| 238    | Log inspection result. Update complaint status.   |  |   |                |   |   |          |
| 239    | Generate follow-up ("order") letter(s) for reinspection. Hand-delivered or send Certified Mail.   |  |   |                |   |   |          |
| 240    | Log date that follow-up letter(s) was/were generated and delivered.   |  |   |                |   |   |          |
| 241    | Generate citation on-site.  |  |   |                |   |   |          |
| 242    | Generate citation off-site with certified letter. Hand-delivered or send Certified mail.  |  |   |                |   |   |          |
| 243    | Log date that citation was generated and delivered.   |  |   |                |   |   |          |

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| EH Tr  | acking System Requirements                        | Y | N | $oldsymbol{U}$ | F | M | Comments |
|--------|---|---|---|----------------|---|---|----------|
| Public | Health Nuisance/Complaints/Safety                 |   |   |                |   |   |          |
| 244    | Log free text notes.                              |   |   |                |   |   |          |
| 245    | Append files, or images to permit renewal record. |   |   |                |   |   |          |

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U = The proposed user tools can be used to provide this feature.

| EH Tro | acking System Requirements  | Y | N | U | F | M | Comments |
|--------|---|---|---|---|---|---|----------|
| Childe | ure License Inspections. State requested.   |   |   |   |   |   |          |
| 246    | Handle permits issued by the State of NH but the Health Department does the inspections                       |   |   |   |   |   |          |
| 247    | Receive request for inspection. Manually schedule inspection based on permit type, inspector and district.    |   |   |   |   |   |          |
| 248    | State provided inspection checklist used. Log date, time, and username when inspection performed.             |   |   |   |   |   |          |
| 249    | Ability to attach EH definable on-line compliance guidelines (State and local) to violation notice.           |   |   |   |   |   |          |
| 250    | Generate invoices with fee based on facility type. Collect fee based on size of facility.                     |   |   |   |   |   |          |
| 251    | Log inspection result and fee payment information. Update permit status.                                      |   |   |   |   |   |          |
| 252    | Assign and schedule re-inspection. Manually schedule inspection based on permit type, inspector and district. |   |   |   |   |   |          |
| 253    | Log inspection result. Update complaint status.   |   |   |   |   |   |          |

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| EH Tr  | acking System Requirements                                   | Y | N | $oldsymbol{U}$ | F | M | Comments |
|--------|--|---|---|----------------|---|---|----------|
| Childc | are License Inspections. State requested.                    |   |   |                |   |   |          |
| 254    | Log free text notes.   |   |   |                |   |   |          |
| 255    | Approval date logged. Completed State Inspection form filed. |   |   |                |   |   |          |

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Y = This feature is provided. N = This feature is not provided.

U = The proposed user tools can be used to provide this feature.

F = There is a future plan to provide this feature - specify anticipated release date.

| EH Tro | acking System Requirements  | Y | N | $oldsymbol{U}$ | F | M | Comments |
|--------|---|---|---|----------------|---|---|----------|
| Foster | Care Inspections. State requested.  |   |   |                |   |   |          |
| 256    | Handle permits issued by the State of NH but the Health Department does the inspections                       |   |   |                |   |   |          |
| 257    | Receive request for inspection. Manually schedule inspection based on permit type, inspector and district.    |   |   |                |   |   |          |
| 258    | State provided inspection checklist used. Log date, time, and username when inspection performed.             |   |   |                |   |   |          |
| 259    | Ability to attach EH definable on-line compliance guidelines (State and local) to violation notice.           |   |   |                |   |   |          |
| 260    | Log inspection results and update permit status.  |   |   |                |   |   |          |
| 261    | Assign and schedule re-inspection. Manually schedule inspection based on permit type, inspector and district. |   |   |                |   |   |          |
| 262    | Log inspection result. Update complaint status.   |   |   |                |   |   |          |
| 263    | Log free text notes.  |   |   |                |   |   |          |

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| EH Tracking System Requirements                              | Y | N | $\boldsymbol{\mathit{U}}$ | F | M | Comments |
|--|---|---|---------------------------|---|---|----------|
| Foster Care Inspections. State requested.                    |   |   |                           |   |   |          |
| Approval date logged. Completed State Inspection form filed. |   |   |                           |   |   |          |

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U = The proposed user tools can be used to provide this feature.

| EH Tra | icking System Requirements  | Y | N | U | F | M | Comments |
|--------|---|---|---|---|---|---|----------|
| School | building inspections. State requested.  |   |   |   |   |   |          |
| 265    | Handle permits issued by the State of NH but the Health Department does the inspections                       |   |   |   |   |   |          |
| 266    | Receive request for inspection. Manually schedule inspection based on permit type, inspector and district.    |   |   |   |   |   |          |
| 267    | State provided inspection checklist used. Log date, time, and username when inspection performed.             |   |   |   |   |   |          |
| 268    | Ability to attach EH definable on-line compliance guidelines (State and local) to violation notice.           |   |   |   |   |   |          |
| 269    | Log inspection results. Update inspection status.   |   |   |   |   |   |          |
| 270    | Assign and schedule re-inspection. Manually schedule inspection based on permit type, inspector and district. |   |   |   |   |   |          |
| 271    | Log inspection results. Update complaint status.  |   |   |   |   |   |          |
| 272    | Log free text notes.  |   |   |   |   |   |          |

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| EH Tro | EH Tracking System Requirements  |  | N | $oldsymbol{U}$ | F | M | Comments |
|--------|--|--|---|----------------|---|---|----------|
| School | building inspections. State requested.   |  |   |                |   |   |          |
| 273    | Approval date logged. Completed State Inspection form filed with copies sent to the School Principal, School Board and Building Maintenance. |  |   |                |   |   |          |
| 274    | Handle permits issued by the State of NH but the Health Department does the inspections  |  |   |                |   |   |          |
| 275    | Log inspection results. Update complaint status.   |  |   |                |   |   |          |
| 276    | Log free text notes.   |  |   |                |   |   |          |
| 277    | Schedule inspection.   |  |   |                |   |   |          |
| 278    | Log status and results of inspection   |  |   |                |   |   |          |
| 279    | EH Definable on-line guidelines for compliance (sanitation and safety).  |  |   |                |   |   |          |
| 280    | Schedule re-inspection   |  |   |                |   |   |          |
| 281    | Log date of approval and distribution of state forms to other agencies.  |  |   |                |   |   |          |
| 282    | Append electronic copy of state licensing application and other documents to inspection record.  |  |   |                |   |   |          |

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F = There is a future plan to provide this feature - **specify anticipated release date**.

| EH Tro | acking System Requirements   | Y | N | $\boldsymbol{\mathit{U}}$ | F | M | Comments |
|--------|--|---|---|---------------------------|---|---|----------|
| Arbovi | rus Surveillance (West Nile/EEE)   |   |   |                           |   |   |          |
| 283    | Receive phone call to report dead bird(s).   |   |   |                           |   |   |          |
| 284    | Log bird calls; species, location (GIS, address and place on lot), date found, condition when found, caller name, address, phone of person who found it, whether it was tested or not, results of test.                      |   |   |                           |   |   |          |
| 285    | Append an electronic copy of state bird specimen submission form to call record.   |   |   |                           |   |   |          |
| 286    | Determination made for inspection. If warranted, manually schedule inspection and collection based on inspection type, inspector and district.   |   |   |                           |   |   |          |
| 287    | Log whether collection was submitted for testing or discarded, or not collected. Update inspection status.   |   |   |                           |   |   |          |
| 288    | Specimen submission form for the state lab is completed. Sequential number of specimens submitted used. Copy of form retained by Health Department. Original sent to lab with specimen(s). Log form and specimen submission. |   |   |                           |   |   |          |

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| EH Tre | EH Tracking System Requirements   |  | N | $oldsymbol{U}$ | F | M | Comments |
|--------|---|--|---|----------------|---|---|----------|
| Arbovi | rus Surveillance (West Nile/EEE)  |  |   |                |   |   |          |
| 289    | Log receipt of specimen submission for returned from state once specimen is received. Update inspection status.   |  |   |                |   |   |          |
| 290    | Monitor state website for bird testing results. It would be nice if there were a web link field so that the web address could be put in for the testing site. |  |   |                |   |   |          |
| 291    | Track bird testing status and lab results from both internal testing as well as from state labs.  |  |   |                |   |   |          |
| 292    | Generate output for GIS map of all positive bird specimen locations. Export to ARCView. Update inspection status.   |  |   |                |   |   |          |
| 293    | Send an alert flag to user based on proximity of positive specimens or number of positive specimen(s). Update inspection status.                              |  |   |                |   |   |          |
| 294    | Log mosquito collection; species, numbers found, location found, climatic conditions and test results.  |  |   |                |   |   |          |
| 295    | Locate traps using GIS coordinates.  ARCView. Generate output for GIS map of mosquito specimen locations. Export to ARCView. Update inspection status.        |  |   |                |   |   |          |

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| EH Tra  | EH Tracking System Requirements  |  | N | $\boldsymbol{\mathit{U}}$ | F | M | Comments |
|---------|--|--|---|---------------------------|---|---|----------|
| Arbovii | Arbovirus Surveillance (West Nile/EEE)   |  |   |                           |   |   |          |
| 296     | Collect and deliver specimens to state lab.  Log receipt received.   |  |   |                           |   |   |          |
| 297     | Monitor state website for mosquito test results. It would be nice if there were a web link field so that the web address could be put in for the testing site. |  |   |                           |   |   |          |
| 298     | Track mosquito testing status and lab results from both internal testing as well as from state labs.   |  |   |                           |   |   |          |
| 299     | Map coordinates of all positive specimens for GIS software.  |  |   |                           |   |   |          |
| 300     | Generate an alert flag to notify user of the proximity of positive specimens or number of positive specimens.  |  |   |                           |   |   |          |
|         | Would be nice if system could generate an Email to send to response individuals.   |  |   |                           |   |   |          |
| 301     | There may be a need to generate a press release (PDF) for distribution and publication on our website.   |  |   |                           |   |   |          |

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| EH Tra  | EH Tracking System Requirements  |  | N | U | F | M | Comments |
|---------|--|--|---|---|---|---|----------|
| Arbovii | rus Surveillance (West Nile/EEE)   |  |   |   |   |   |          |
| 302     | Need a field to indicate adulticiding, location, date and time, by whom, chemical used, temperature, wind speed, weather conditions and indicate if follow-up is necessary, otherwise considered complete. |  |   |   |   |   |          |
| 303     | Log larval surveillance; presence or absence of larvae, location of water, treated or not, treatment measures.   |  |   |   |   |   |          |
| 304     | Locate breeding areas using GIS coordinates and historical information ARCView.  Generate output for GIS map of mosquito specimen locations. Export to ARCView.  Update inspection status.                 |  |   |   |   |   |          |
| 305     | Determination made for inspection of standing water. If warranted, manually schedule inspection and collection based on inspection type, inspector and district.   |  |   |   |   |   |          |
| 306     | Log whether there was a presence or absence of larvae in the collection. Update inspection status.   |  |   |   |   |   |          |
| 307     | Log free text notes.   |  |   |   |   |   |          |

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| EH Tro | acking System Requirements   | Y | N | U | F | M | Comments |
|--------|--|---|---|---|---|---|----------|
| Arbovi | rus Surveillance (West Nile/EEE)   |   |   |   |   |   |          |
| 308    | If presence, log treatment measure or abatement measures.  |   |   |   |   |   |          |
| 309    | Re-schedule visit for 2.5 weeks after treatment to monitor efficacy.   |   |   |   |   |   |          |
| 310    | Log results of follow-up treatment. If results positive allow entry of new intervention measures and next follow-up date. Repeat reinspection steps as needed. |   |   |   |   |   |          |
| 311    | Log status and closure notes.  |   |   |   |   |   |          |

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| EH Tre | acking System Requirements   | Y | N | $\boldsymbol{\mathit{U}}$ | F | M | Comments |
|--------|--|---|---|---------------------------|---|---|----------|
| Natura | l bathing area water sampling  |   |   |                           |   |   |          |
| 312    | Samplings are scheduled weekly between Memorial Day and Labor Day from set locations mapped using GIS. Inspections based on inspection type and inspector rotation. These should appear on the Inspectors schedule weekly. |   |   |                           |   |   |          |
| 313    | Log water sampling location; date, time collected, EH staff, test results.   |   |   |                           |   |   |          |
| 314    | Log free text notes.   |   |   |                           |   |   |          |
| 315    | Log delivery of sample to laboratory.  |   |   |                           |   |   |          |
| 316    | Append electronic copy of lab chain of custody forms to water sample record.   |   |   |                           |   |   |          |
| 317    | Track lab results for coliform bacteria and E. coli bacteria.  |   |   |                           |   |   |          |
| 318    | EH configurable alert flag for E. coli level of bacteria.  |   |   |                           |   |   |          |
| 319    | Generate alert if E. coli bacteria if over EH defined level.   |   |   |                           |   |   |          |
|        | Would be nice if system could generate an Email to send to response individuals.   |   |   |                           |   |   |          |

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| EH Tro | acking System Requirements  | Y | N | U | F | M | Comments |
|--------|---|---|---|---|---|---|----------|
| Natura | l bathing area water sampling   |   |   |   |   |   |          |
| 320    | Generate notices for close of bathing area due to high E. coli levels. Email group would be a possibility for this feature or faxing. |   |   |   |   |   |          |
| 321    | Create version of E. coli notice for online (website) posting, faxing. HTML and/or PDF.   |   |   |   |   |   |          |
| 322    | Log generation and issuance dates of notices.   |   |   |   |   |   |          |
| 323    | Log open/close status of bathing area.  |   |   |   |   |   |          |
| 324    | Re-Schedule date for re-sampling.   |   |   |   |   |   |          |

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Y This feature is provided. This feature is not provided. N

U The proposed user tools can be used to provide this feature.

There is a future plan to provide this feature - specify anticipated release date. M = Modification would be required at an additional cost - **specify estimated cost**. 7/13/2005 S\Shared\APPL\Health\EH\_Tracking\_RFP\_v4.doc

| EH Tre | acking System Requirements   | Y | N | $oldsymbol{U}$ | F | M | Comments |
|--------|--|---|---|----------------|---|---|----------|
| Food s | ampling  |   |   |                |   |   |          |
| 325    | Samplings are conducted monthly as scheduled by the state lab or as needed on a complaint basis. Receive request for inspection. Manually schedule inspection to all inspectors. |   |   |                |   |   |          |
| 326    | Log date initiated, date sampled, time, place collected, type of food.   |   |   |                |   |   |          |
| 327    | Log free text notes.   |   |   |                |   |   |          |
| 328    | Log delivery of sample to laboratory.  |   |   |                |   |   |          |
| 329    | Receive and log laboratory results from the state.   |   |   |                |   |   |          |
| 330    | Schedule follow-up inspection based on laboratory findings.  |   |   |                |   |   |          |
| 331    | Append associated electronic copies of documents to food sampling file   |   |   |                |   |   |          |

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| EH Tro  | acking System Requirements   | Y | N | U | F | M | Comments |
|---------|--|---|---|---|---|---|----------|
| Elevate | ed blood lead level reporting  |   |   |   |   |   |          |
| 332     | Receive laboratory results for positive testing. Log address of patient, address where poisoning occurred, numerical test results, property owner's name and address, letter sent or not sent. |   |   |   |   |   |          |
| 333     | Generate and deliver form letters and guidance<br>based on BLL to property owner and other<br>impacted parties. (confidential info; patient's<br>name, parent's names and addresses).          |   |   |   |   |   |          |
| 334     | Log date and time of form letter generation and delivery.  |   |   |   |   |   |          |

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Y This feature is provided. This feature is not provided. N

U The proposed user tools can be used to provide this feature.

| EH Tre   | acking System Requirements  | Y | N | $oldsymbol{U}$ | F | M | Comments |
|----------|---|---|---|----------------|---|---|----------|
| Site ass | sessments   |   |   |                |   |   |          |
| 335      | Receive paper request for assessment. Bottom portion of paper request will be come the approval document once approved.   |   |   |                |   |   |          |
| 336      | Log request and assign to inspector based on district and availability.   |   |   |                |   |   |          |
| 337      | Log location (GIS) and search results on<br>municipal or private water and septic supply,<br>asbestos present or absent, Underground<br>Storage Tanks- present or absent, other<br>complaints found |   |   |                |   |   |          |
| 338      | Generate associated letters and forms.  |   |   |                |   |   |          |
| 339      | Log date and time of generated and delivered letters and forms.   |   |   |                |   |   |          |
| 340      | Log free text notes.  |   |   |                |   |   |          |
| 341      | Ability to assign fees from fee table. Update inspection status. Log date, time and username for each status: fee collected, permit application processed, permit issued.                           |   |   |                |   |   |          |
| 342      | Append associated electronic copies of documents to assessment record.  |   |   |                |   |   |          |

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| EH Tracking System Requirements  | Y | N | $oldsymbol{U}$ | F | M | Comments |
|--|---|---|----------------|---|---|----------|
| Site assessments   |   |   |                |   |   |          |
| Results are released. Bottom portion of request is used as approval document and faxed or mailed to the requesting agency once approved. |   |   |                |   |   |          |

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| EH Tro | acking System Requirements   | Y | N | $\boldsymbol{\mathit{U}}$ | F | M | Comments |
|--------|--|---|---|---------------------------|---|---|----------|
| Sandbl | asting Permits   |   |   |                           |   |   |          |
| 344    | Request (paper form) is received, either by phone or fax.  |   |   |                           |   |   |          |
| 345    | Application permit sent to requester. The ability to preview and print permit applications individually and in batch by Business ID, Date Range, Inspector ID, and District in the office. |   |   |                           |   |   |          |
| 346    | Track status of permit application: Log date, time and username for each status: printed, mailed or hand-delivered, and received back completed.   |   |   |                           |   |   |          |
| 347    | Completed permit application received. Log date received and date the work is being done, location, property owner, and company doing the sandblasting.                                    |   |   |                           |   |   |          |
| 348    | Assign MHD Permit/License numbers by permit type and classification.   |   |   |                           |   |   |          |
| 349    | Manually schedule pre-work inspection based on permit type, inspector and district.  |   |   |                           |   |   |          |

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M = Modification would be required at an additional cost - specify estimated cost.

7/13/2005 S:\Shared\APPL\Health\EH\_Tracking\_RFP\_v4.doc

| EH Tracking System Requirements  |  | N | $oldsymbol{U}$ | F | M | Comments |
|--|--|---|----------------|---|---|----------|
| Sandblasting Permits   |  |   |                |   |   |          |
| Preview and print an inspection checklist for pre-inspection work by permit type and classification. Log date, time, and username when printed.                                  |  |   |                |   |   |          |
| It would be nice if you could print the inspection checklist (based on permit type) for the addresses that appear on an inspector's schedule at the time you print the schedule. |  |   |                |   |   |          |
| Log permit status (approval/disapproval) of pre-work inspection. Log reasons for reinspection and corrective actions required.   |  |   |                |   |   |          |
| Ability to attach EH definable on-line compliance guidelines (State and local) to violation notice (cease and desist order)  |  |   |                |   |   |          |
| Manually schedule pre-work re-inspection if necessary based on permit type, inspector and district.  |  |   |                |   |   |          |
| 354 Generate and deliver form letters and/or letters for re-inspection and any citations issued.   |  |   |                |   |   |          |
| Log date and time of the generation and delivery of forms and citations.   |  |   |                |   |   |          |
| 356 Log free text notes.   |  |   |                |   |   |          |

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| EH Tro | EH Tracking System Requirements  |  | N | U | F | M | Comments |
|--------|--|--|---|---|---|---|----------|
| Sandbl | lasting Permits  |  |   |   |   |   |          |
| 357    | Append files, or images to permit renewal record.  |  |   |   |   |   |          |
| 358    | Preview and print applicable permit by permit type and classification. Log date, time and username when printed. |  |   |   |   |   |          |

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| EH Tre | acking System Requirements  | Y | N | U | F | M | Comments |
|--------|---|---|---|---|---|---|----------|
| Indoor | air quality investigations  |   |   |   |   |   |          |
| 359    | Receive request for permit.   |   |   |   |   |   |          |
| 360    | Manually schedule appointments for investigation based on investigation type, inspector and district.   |   |   |   |   |   |          |
| 361    | Log date, location, type of issue, test results (temperature, wind speed, weather conditions, relative humidity, CO, CO2, VOCs, light, presence or absence of ventilation system, or specific airborne chemicals) |   |   |   |   |   |          |
| 362    | Log inspection results.   |   |   |   |   |   |          |
| 363    | Ability to attach EH definable on-line compliance guidelines (State and local) to violation notice.   |   |   |   |   |   |          |
| 364    | Log free text notes.  |   |   |   |   |   |          |
| 365    | Recommendations are made to occupant/owner/operator based on findings.  Log interventions recommended and remediation confirmation.   |   |   |   |   |   |          |
| 366    | Generate and deliver form letters and/or letters for re-inspection and any citations issued.  |   |   |   |   |   |          |

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| EH Tr  | acking System Requirements                         | Y | N | U | F | M | Comments |
|--------|--|---|---|---|---|---|----------|
| Indoor | air quality investigations                         |   |   |   |   |   |          |
| 367    | Append files, or images to permit renewal records. |   |   |   |   |   |          |

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| EH Tracking System Requirements  | Y  | N | $oldsymbol{U}$ | F | M | Comments |
|--|----|---|----------------|---|---|----------|
| Outbreak response investigations   |    |   |                |   |   |          |
| 368 Receive request for investigation via a laboratory report or complaint.  |    |   |                |   |   |          |
| 369 Log date, number ill, suspect location, implicated foods, water, suspect pathogen, specimens collected, date of onset, symptom labs requested/results and administrative action. | S, |   |                |   |   |          |
| 370 Manually schedule appointments for investigation based on investigation type, inspector and district.  |    |   |                |   |   |          |
| 371 A customized (EPI Info – CDC Questionnaire) questionnaire may be developed depending upon the nature of the investigation.   |    |   |                |   |   |          |
| 372 Log date and time of questionnaire if generated.   |    |   |                |   |   |          |
| 373 Log appointment details, date of appointmen name, location, type of issues, number of persons ill, time of day illness noticed.  | t, |   |                |   |   |          |
| 374 Generate and deliver form letters and/or letter for re-inspection and any citations issued.  | rs |   |                |   |   |          |

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| EH Tro | EH Tracking System Requirements                                       |  | N | U | F | M | Comments |
|--------|---|--|---|---|---|---|----------|
| Outbre | ak response investigations  |  |   |   |   |   |          |
| 375    | Log date and time of generated and delivered forms and letters.       |  |   |   |   |   |          |
| 376    | Log free text notes.  |  |   |   |   |   |          |
| 377    | Append files, or images to permit renewal record.                     |  |   |   |   |   |          |
| 378    | Share results with partners using electronics, i.e., Email, fax, etc. |  |   |   |   |   |          |

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**Phase II** 

Phase II will include Remote Access and GIS integration. The City of Manchester, NH is requesting that you price out this section as part of this proposal but The City of Manchester, NH reserves the right not to implement this portion of the proposal during this phase.

| Phase . | II. EH Tracking System Requirements  | Y | N | U | F | M | Comments |
|---------|--|---|---|---|---|---|----------|
| Mobile  | <b>Mobile Computer Functionality</b>   |   |   |   |   |   |          |
|         | Currently, the Manchester Health Department has cellular wireless technology utilizing Verizon CDMA and other City Departments are using Cingular GPRS/EDGE.   |   |   |   |   |   |          |
| 379     | The interface for the computers in the vehicles must be windows based and easy to operate.   |   |   |   |   |   |          |
| 380     | The same windows functions with check boxes and pull down menu as the base system should be available.   |   |   |   |   |   |          |
| 381     | From the field, the software needs to have the ability to check our in house database for complaint history, scheduling, reports, forms (permits, licenses, checklists, violations, etc.), regulations, etc. |   |   |   |   |   |          |
| 382     | Access must be available through a remote connection. Real time data must be exchanged. (Thin/smart client use with portable devices, i.e., palms, tablets, laptops)   |   |   |   |   |   |          |

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F = There is a future plan to provide this feature - **specify anticipated release date**.

| Phase  | II. EH Tracking System Requirements                                       | Y | N | $oldsymbol{U}$ | F | M | Comments |
|--------|---|---|---|----------------|---|---|----------|
| Mobile | e Computer Functionality  |   |   |                |   |   |          |
| 383    | Application access options via tablet PCs laptops and/or PDA type devices |   |   |                |   |   |          |
| 384    | Print capabilities from plain paper mobile printers.                      |   |   |                |   |   |          |

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Y = This feature is provided. N = This feature is not provided.

U = The proposed user tools can be used to provide this feature.

F = There is a future plan to provide this feature - specify anticipated release date.

M = Modification would be required at an additional cost - **specify estimated cost**. 7/13/2005 S\Shared\APPL\Health\EH\_Tracking\_RFP\_v4.doc

| Phase I | II. EH Tracking System Requirements  | Y | N | U | F | M | Comments |
|---------|--|---|---|---|---|---|----------|
| GIS In  | tegration  |   |   |   |   |   |          |
|         | Currently the City of Manchester is undertaking a GIS development project. The GIS application is based on aerial photogrammetric mapping and includes layers for parcels, utilities, and roads. A street layer has been added for accuracy. A third party contractor, Camp, Dresser and McKee, using ESRI tools, is implementing the GIS application. |   |   |   |   |   |          |
| 385     | We require basic mapping functions.  |   |   |   |   |   |          |
| 386     | The ability to zoom in and out of all maps, to include status maps.  |   |   |   |   |   |          |
| 387     | Ability to display incidents for plotting and viewing concentrations of the incidents, etc.  |   |   |   |   |   |          |
| 388     | Ability to use the mouse to pan over an item and have a pop up box that displays the address or hazard at that location as well as business common name.   |   |   |   |   |   |          |
| 389     | Do perimeter searches of areas, returning flags, hazards or any other alerts that may be visible.  |   |   |   |   |   |          |

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Y = This feature is provided. N = This feature is not provided.

U = The proposed user tools can be used to provide this feature.

F = There is a future plan to provide this feature - specify anticipated release date.

| Phase I | II. EH Tracking System Requirements   | Y | N | U | F | M | Comments |
|---------|---|---|---|---|---|---|----------|
| GIS In  | GIS Integration   |   |   |   |   |   |          |
| 390     | The application must be able to interface directly with our current GIS system. Explain GIS integration for your product: |   |   |   |   |   |          |

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Y = This feature is provided. N = This feature is not provided.

U = The proposed user tools can be used to provide this feature.

F = There is a future plan to provide this feature - specify anticipated release date.

#### VI. GENERAL SYSTEM REQUIREMENTS

- 1. Describe how the system can be configured to create a high availability system for real-time disaster recovery. The backup emergency center, where the redundant servers will be located, is connected via fiber optics. It is anticipated that there will be no operational interruptions should a problem occur with the current system, to include ALL in-house applications as well as mobile applications.
- 2. Please provide server specifications along with application software requirements, minimum hardware requirements, and redundancy and recovery plans and setup.

#### VII. VENDOR HISTORY AND REFERENCES

Provide a vendor history including any major acquisitions of other companies. Provide a history of the application(s) including original and subsequent owners of the application(s) if originally purchased versus developed in-house.

In addition to providing a complete customer list for the proposed applications, please indicate the length of time they have been using the proposed software. Include a list of a few customers that have had recent issues that we may contact directly to discuss those issues.

List, below, those customers, cities or towns of similar size, to whom you have supplied the same or similar software and hardware as proposed.

Municipality Address Contact Name Telephone & Email No. Years
Using Software

#### VIII. ACCEPTANCE CRITERIA

The City reserves the right to reject the items delivered under this contract as not conforming to the specifications unless the following performance criteria are met:

The proposed equipment and software must perform in accordance with the Contractor's specifications. The equipment and software shall not be considered ready for use until the Contractor(s) provide(s) the City with the documentation of a successful system audit performed at the site, which demonstrates that the equipment and software meets the specifications.

## A. <u>Standard of Performance and Acceptance of Application Software</u>

This section establishes the standard of performance, which must be met before the application software is accepted by the City.

- 1. Standard of performance, defined:
  - a) The software performs according to vendor specifications, as set forth in this proposal.
  - b) All system configurations, including table's set up, is completed.
  - c) All data conversion, if applicable, is completed to the satisfaction of the Director of Information Services
  - d) All proposed system interfaces are in place and demonstrated to be working.
  - e) The software is brought into active production usage with a mock test environment established.
  - f) The software does not crash (excluding hardware failures), does not lose or corrupt data, and responds as documented to all user commands.
- 2. The performance period shall begin when the Vendor notifies the City that all of the requirements above in the Standard of Performance have been completed and shall end when the software product(s) has/have met the standard of performance for a period of thirty (30) consecutive days without exception.
- 3. In the event the application software does not meet the standard of performance during the initial thirty (30) consecutive days, the standard of performance test shall continue on a day-by-day basis until the standard of performance is met for a total of thirty (30) consecutive days.
- 4. If the application software fails to meet the standard of performance after one hundred twenty (120) calendar days from the installation date, the City may reject the application software and this contract may be terminated at the option of the City.
- 5. If the failure of the application software is the result of the failure of equipment or system software, which originated from sources other than the application software Contractor, then the Standard of Performance Period shall be interrupted during the period required to restore the equipment or system software to operability and shall resume as soon as operations are restored.

# B. <u>Standard of Performance and Acceptance of Equipment</u>

This section establishes a standard of performance, which must be met before equipment is accepted by the City. This also includes replacement, substitute equipment and equipment which is added.

- 1. The performance period shall begin on the installation date and shall end when the equipment has met the standard of performance for a period of thirty (30) consecutive days by operating in conformance with the Contractor's published technical test specification, applicable to the type of equipment or as quoted in any proposal, at an effectiveness level of ninety nine point nine percent (99.9%) or more.
- 2. In the event the equipment does not meet the standard of performance during the initial thirty (30) consecutive days, the standard of performance test shall continue on a day-to-day basis until the standard of performance is met for a total of thirty (30) consecutive days.
- 3. If the equipment fails to meet the standard of performance after one hundred twenty (120) calendar days from the installation date or certified ready for use date, whichever is later, the City may, at its option, requests a replacement or terminate the order in accordance with this Contract.
- 4. The effectiveness level for a system is computed by dividing the operational use time by the sum of that time plus system failure down time.
- 5. The effectiveness level for an added, substitute or replacement machine is a percentage figure determined by dividing the operational use time of such equipment by the sum of that time plus downtime resulting from equipment failure of such equipment being tested.
- 6. Operational use time for performance testing for a system is defined as the accumulated time during which the central processing unit is in actual operation including any interval of time between the start and stop of the central processing unit, but shall not include system failure downtime.
- 7. Operational use time for performance testing for equipment added, substitute or replacement equipment is defined as the accumulated time during which such equipment is in actual use.
- 8. System failure downtime is that period of time when it is not possible to continue to run the program (the program being processed at the time of equipment failure) on equipment immediately after equipment failure of part of the system, except that failure of remote terminals/PCs shall not constitute system failure downtime.
- 9. During a period of system downtime, the City may use operable equipment when such action does not interfere with maintenance of the inoperable equipment as determined by Contractor's maintenance personnel. The entire system will be considered down during such periods of use.
- 10. Downtime for each incident shall start from the time the City contacts the Contractor's designated representative at the prearranged contact point until the system or equipment is returned to the City in proper operating condition.

- 11. During the performance period for a system, a minimum of 336 hours of operational use time with productive or simulated work will be required as a basis of computation of the effectiveness level. However, in computing the effectiveness level, the actual number of operational use hours shall be used when in excess of the minimum of 336 hours. In scheduled operational use time, during the performance period, provisions shall be made for preventative maintenance. Preventative maintenance time shall be excluded from the effectiveness level computation.
- 12. The Information Systems Department shall maintain appropriate daily records to satisfy the requirements of this performance test and shall notify the Contractor in writing of the date of the successful completion of the performance period.
- 13. Equipment shall not be accepted and no charges shall be paid until the standard of performance period has been met.
- 14. Operational use time and downtime shall be measured in hours and whole minutes, but shall not include any time other than during scheduled operational use time except that all time spent by the contractor's maintenance personnel in repairing inoperable equipment shall constitute downtime. Scheduled operational use time shall be twenty four hours a day 7 days a week unless the Customer notifies the Contractor in writing of a different period for scheduled operational use time at least thirty (30) days prior to the installation date, or unless otherwise mutually agreed upon.
- 15. Should it be necessary, the Department may delay the start of the performance period, but such delay shall not exceed thirty (30) consecutive days; therefore, the performance period must start not later than the thirty-first (31st) day after the installation date.
- 16. If a system failure is the failure of programming aids which originated from sources other than the equipment Contractor or if system failure is the result of the failure of connected equipment which is not maintained by the equipment Contractor or under warranty from the Contractor, the Contractor shall be paid for the services of its maintenance personnel at its then current time and material rates

## IX. PRICING EXHIBITS

# A. <u>PRICE DATA (Application Software)</u>

## 1. Price Data Format

All proposals must contain the following Price Data for application software: Cost of the package, or the monthly license fee and any other charges which may be incurred, including support, machine time necessary for the Contracting organization to test and install the system, and/or expenses incurred for travel, subsistence or reproduction of documentation, training, etc. The city expects to run a working site, a hot redundant site and a test site utilizing the proposed software, include additional cost(s), if applicable, for setting up and maintaining these environments. No special charges, taxes, or other burden can be imposed on the City by the Contractor in connection with the sale of the proposed software unless these charges are identified and incorporated in the contract. The Price Data must be presented in similar form and contain the information as illustrated in format below.

| PRODUCT CODE | DESCRIPTION | COST |
|--------------|-------------|------|
|              |             |      |

| TOTAL | <b>COST</b> | • |  |  |
|-------|-------------|---|--|--|
|       |             |   |  |  |

- Note 1: Cost must identify a onetime cost, purchase price, monthly lease and options. Use cost column headings which best conforms to your company's method of supplying software.
- Note 2: Briefly describe your various financial plans and the advantages of each.
- Note 3: Include itemized costs associated with necessary customizations.
- Note 4: Do not include conversion costs here. See PRICE DATA (Conversion) below.

#### 2. Optional Software/Services

If the Bidder <u>desires</u> (not required), specify any additional software and/or services not included in the proposal which could be applicable. Each enhancement/option should include Product Code, Description and Cost.

<u>PRODUCT CODE</u> <u>DESCRIPTION</u> <u>COST</u>

| PRODUCT/SERVICE CODE | DESCRIPTION | COST       |
|----------------------|-------------|------------|
|                      |             |            |
|                      |             | TOTAL COST |

PRICE DATA (Conversion)

Price Data Format

B.

1.

# C. <u>PRICE DATA (Maintenance)</u>

1. Price Data Format

All proposals must contain the following Price Data for application software maintenance. The Price Data must be presented in similar form and contain the information as illustrated in format below.

| PRODUCT CODE | <u>DESCRIPTION</u> | $\underline{\text{COST}}$ |
|--------------|--------------------|---------------------------|
|              |                    |                           |

| TOTAL COST |  |
|------------|--|
|            |  |

- Note 1 The base monthly maintenance cost will be for the Principal Period of Maintenance.
- Note 2 Specify the warranty period for each component.
- Note 3 Cost must identify a onetime cost, monthly cost, annual cost, etc. Use cost column headings which best conforms to your company's method of supplying maintenance.
- Note 4 Briefly describe your various maintenance plans and the advantages of each.

## D. PRICE DATA (Hardware and System Software)

(NOTE: This section is optional. If the proposed system runs on a standard Microsoft platform or the Bidder, as a general rule, does not provide hardware or system software, this section is not required. Basic system requirements, however, are required as part of the

## GENERAL SYSTEM REQUIREMENTS.)

# 1. <u>Equipment Identity</u>

Information for each hardware component, including all special devices and features recommended, should include Item Number, Description, Quantity, Unit Cost and Total Cost. Excluded items not sold by the Bidder, however, should be indicated if they are necessary for the equipment to be operated. Communication adapters or controllers required for all sites should be indicated whether or not such items are available from the equipment Bidder. All cabinetry and cables must be included.

- Note 1 A Bidder proposing equipment for which he is not the original supplier must identify the original supplier of each item. Also include the original vendor's name, model and description if different than the name, model and description used by the Bidder.
- Note 2 Information related to power requirements for all proposed equipment should be included and show total KVA requirements.

# 2. <u>Optional Equipment</u>

If the Bidder <u>desires</u> (not required), specify any additional hardware not included in the proposal which could be applicable when and if the City adds equipment to the system; for example, fast peripheral devices, fixed head or removable Disks, future products. Each hardware component, including special devices and features proposed, should include Item Number, Description, Quantity, Unit Cost and Total Cost.

#### 3. Additional Costs

Specify costs for supplies and associated items such as additional disk and magnetic media.

#### 4. Price Data Format

Cost of the hardware and system software, or the monthly license fee, freight, installation, training, and any other charges which may be incurred, including support and or expenses incurred for travel, subsistence or reproduction of documentation, etc. The Price Data should be itemized wherever possible. The Price Data must be presented in similar form and contain the information as illustrated in the format below.

\_\_\_\_\_\_

PROPOSED SYSTEM

ITEM NUMBER DESCRIPTION QUANTITY UNIT COST TOTAL COST

| T                       | OTAL COST  |
|-------------------------|--|
| D                       | DISCOUNT   |
| N                       | TET TOTAL COST   |
|                         | OPTIONAL EQUIPMENT   |
| ITEM NUMBER DESCRIPTION | QUANTITY UNIT COST TOTAL COST  |
| Т                       | OTAL COST  |
| D                       | DISCOUNT   |
| N                       | IET TOTAL COST   |
|                         | ADDITIONAL COSTS   |
| ITEM NUMBER DESCRIPTION | QUANTITY UNIT COST TOTAL COST  |
| Т                       | OTAL COST  |
| D                       | DISCOUNT   |
|                         | TET TOTAL COST   |
| Note 1                  | Cost must identify a onetime cost, purchase price, monthly lease and options.  |
| Note 2                  | If you offer a discount to the City, show the discount in the "DISCOUNT" field and show the net cost in the "NET TOTAL COST" field. Any conditions which must be met to qualify for discounts afforded must be explicitly defined. |
| Note 3                  | Briefly describe the various financial plans available and the advantages of each.   |

## X. PROPOSAL FORMAT

All proposals shall contain seven (7) Parts, as described below. *NOTE*: The term "Section" as referenced below applies to the sections in this Request For Proposals, while the term "Part" shall apply to the Vendor responses.

## Part 1: General

A statement indicating the Bidder's compliance with Section I. <u>GENERAL TERMS AND CONDITIONS</u>, the Bidder's agreement to enter into a contract agreement consisting of the <u>PROPOSAL FORM</u>, as shown in Section XI, together with such other clarifying (but not inconsistent) language as may be appropriate to the City and the successful Bidder; evidence of the authority of the office submitting the proposal on behalf of the corporation; and required bid security.

## **Part 2: General System Requirements**

Information relating to the proposed system including all points specified in Section VI. GENERAL SYSTEM REQUIREMENTS.

## **Part 3: General System Requirements**

Information relating to the proposed system including all points specified in Section VI. GENERAL SYSTEM REQUIREMENTS.

### **Part 4: .System Features**

Responses to the features, abilities, and functionality specified in Section II. <u>SCOPE OF SERVICES</u>.

## **Part 5: System Questionnaire**

Responses to the questions listed in Section V <u>ENVIRONMENTAL HEALTH</u> <u>TRACKING SYSTEM Summary of Software Requirements</u>. (Note: This part should also be provided electronically.)

## Part 6: Vendor History and References

Response to the points listed in Section VII VENDOR HISTORY AND REFERENCES

### Part 7: Pricing Exhibits

Pricing quotes organized as found in Section XI. PRICING EXHIBITS.

## **Part 8: Additional Vendor Information**

This section should include any information not specifically requested which the Bidder believes would be of benefit to the City in evaluating the proposals.

# XI. <u>PROPOSAL FORM</u>

|  |   | PROPOSAL FO   | <u>RM</u>   |                                  |
|--|---|---|---|----------------------------------|
|  |   |   |   |                                  |
|  |   |   |   |                                  |
| City of Ma                               | <br>inchester   |   |   |                                  |
| State of No                              | ew Hampshire  |   |   |                                  |
| on the acco                              | nce with the invitation for<br>ompanying schedules, the<br>on organized and existing<br>ral partnership consisting of | undersigned<br>under the laws of                                | (name) The State of   |                                  |
|  | ral partnership consisting o  |   | State of  |                                  |
| schedule. Upon receive a fand sufficient | ipt of written notice of the form of contract in accordent surety or sureties, for the materials, within ten (10)     | acceptance of this<br>lance with the pro<br>he faithful perform | s proposal, the undersig<br>posal as accepted and g<br>nance of the Contract, a | ned will, if requive bonds, with |
| Discount v                               | vill be allowed for receipt   | of prompt paymer  | nt as follows:  |                                  |
| within                                   | calendar days,  | percent (   | <u></u> %);   |                                  |
| within                                   | calendar days,  | percent (   | %);   |                                  |
| within                                   | calendar days,  | percent (   | <u></u> %);   |                                  |
| and accept<br>Contractor<br>delivery ac  | 1   | om date, correct date is later than dat                         | ate or voucher properly e of completion and acc                                 | certified by the ceptance and/or |
|  | are to be made to The Ci  | ty of Manchester.   | Information Systems D   | 100                              |
| Merrimack                                | St, Manchester, New H   |   | memmen systems D  | epartment, 100                   |

|  | n any of the promises made herein, the proposal security, which is shall be paid to the City of  |
|--|--|
| Manchester or payment of the bo  | and herewith deposited will be enforced for the benefit of the City of es for such default; otherwise the proposal security will be returned   |
| named herein; and that this propo<br>corporation; that no officer or age<br>he proposes and agrees that if thi | ares that only parties interested in the proposal as principals are usal is made without collusion with any other person, firm or ent of the City is directly or indirectly interested in this proposal; and is proposal is accepted he will contract with the City in accordance Cerms and Conditions as spelled out in this Sealed Proposal. |
| Dated, 19  |  |
|  | Authorized Signature of Bidder & Title   |
|  | (please print or type name of Bidder & Title)  |
|  | Address  |
| Full names and addresses of all p  | persons interested in this proposal as principals are as follows:  |
| NAME   | ADDRESS  |

# XII. SAMPLE CONTRACT

The City of Manchester New Hampshire 03101

# **CONTRACT**

|         | ement made, 20between the City of Manchester, a   |
|---------|---|
|         | cipal corporation of the State of New Hampshire, herein referred to as "City", and  |
|         | of (address), City of   |
|         |   |
| herei   | n referred to as "Contractor".  |
| For the | ne considerations set forth herein, the parties agree as follows:   |
| 1.      | (Contractor) , being the lowest responsible Bidder, shall provide to the City the following equipment, material, supplies and services:   |
|         | (General Description)   |
|         | Such supplies, materials, equipment, and services shall be provided in accordance with the proposal made by (Contractor) pursuant to the Request for Proposals and Terms and Conditions contained in Sealed Proposal Invitation Proposal Number, which is hereby incorporated by reference and made a part hereof as if set forth herein in full. |
| 2.      | The City shall pay (Contractor) the price and amount set out in Contractor's Proposal on delivery to and acceptance by the City of the supplies, materials, equipment and services herein described, and on filing by (Contractor) and approval by City of a verified claim for the amount due.   |
| 3.      | The agreement shall be inoperative during such period of time as delivery or acceptance may be rendered impossible by reason of fire, strike act of God, government regulation, or other cause beyond the control of either party.  |
| 4.      | This agreement shall be binding on the assigns and successors of the parties.   |

- SAMPLE -

# - SAMPLE -

| IN WITNESS WHEREOF, the parties have executed this agreement | at (designated place of execution) |
|--|------------------------------------|
|  | the day and year first above       |
| written.   |                                    |
|  |                                    |
|  |                                    |
| Signature  |                                    |
| Typed Name   |                                    |
|  |                                    |
| Title  |                                    |
| City of Manchester   |                                    |
|  |                                    |
|  |                                    |
| Acknowledged by:   |                                    |
| Signature  | _                                  |
| Typed Name   | _                                  |
| Title  | _                                  |

XIII. Exhibit A Environmental Tracking Software Workflow

## **OL/BL Software Workflow**

3/6/03

City of Manchester, NH

### Type of Processes performed in the Health Department:

#### **New Food Permits (not temporaries and mobiles)**

- 1. 4 copies of Plans are submitted to Health Department.
- 2. Must be approved by Health, Building, Zoning, City Clerk, and Fire.
- 3. Once structure is built and all other city departments have approved, courtesy construction inspections (if requested) and pre-opening inspection (required) are done by Health Department.
- 4. Permit application and fees are collected.
- 5. Permit application fees are collected and application processed.
- 6. Permit issued, as needed, once all approvals and fees have been collected.
- 7. Renewal process begins after 11 months.
- 8. Schedule inspections based on class of establishment and inspector and district.

#### Food Permit Renewals (includes mobiles, not temporaries)

- 1. Renewal application is mailed.
- 2. Application and fees are due before existing permit expires. 10 day grace. Late fee may be due if not received before end of grace period.
- 3. Check information and fee amount against existing permitting information. If change of owner occurs refer to New Food Permit steps.

#### **Temporary Food Permits (does not include mobiles)**

- 1. Submit a Temporary Permit Application, at least 2 weeks before date of event. (Exceptions may be made to decrease the time frame for application submittal.)
- 2. May need approval from Building, Zoning, City Clerk, and Fire.
- 3. Review application to determine what is being sold, how, where and when the item will be sold and who is sponsoring the event. This information will allow determination as to whether a fee is charge and a permit is issued.
- 4. Depending on information supplied a determination will be made as to whether or not an inspection is performed prior to issuing a permit.

- 5. Permit application fees are collected and application processed.
- 6. Permit issued, as needed, once all approvals and fees have been collected. (no renewals)

#### **New Mobile Food Permits (does not include temporaries)**

- 1. Submit a Mobile Permit Application.
- 2. May need approval from Building, Zoning, City Clerk, and Fire.
- 3. Review application to determine what is being sold, where the food is coming from, how it is being sold, where and when the item will be sold. This information will determine what fee is charged and whether or not a permit is issued.
- 4. Inspect mobile unit for compliance with regulations based on type of food sold.
- 5. Inspection results approved. Permit application fees are collected and processed.
- 6. Permit issued once all approvals and fees have been collected.
- 7. Schedule inspections based on class of establishment and inspector and district.
- 8. Renewal process begins after 11 months.

## Renewal Mobile Food Permits (does not include temporaries)

- 1. Renewal application is mailed.
- 2. Application and fees are due before existing permit expires. 10 day grace. Late fee may be due if application and fee not received before end of grace period.
- 3. Check information and fee amount against existing permitting information. If change of owner occurs refer to New Mobile Food Permit steps.

#### New Pool Permits (does not include private residential)

- 1. Plans are approved by the State. Approval letter from state required by Health Department.
- 2. Perform opening inspections.
- 3. Permit application and fees are collected.
- 4. Permit issued once all approvals and fees have been collected.
- 5. Schedule inspections based on class of establishment, inspector and district.
- 6. Renewal process annually beginning April 1 the next year.

## **Pool Permit Renewals**

1. Renewal application is mailed. Pre-opening inspections scheduled for outdoor pools. (not spas)

2. Application and fees are due before existing permit expires 4/30.

#### Septic Installation Permit for New Systems.

- 1. Test Pit conducted on site.
- 2. Septic plans submitted to Health Department.
- 3. Reviewed for compliance with state and local regulations.
- 4. If approved, plans sent to state for further review.
- 5. If not approved, sent back to designer for revision. Refer to step 1 when resubmitted. Fee may be charged if same plans are submitted more than 2 times.
- 6. Inspections may be made on site-preparation for system installation. (bedbottom)
- 7. Approval received from State.
- 8. Installation application and fee collected. Fee is based on type of system to be installed (commercial or residential).
- 9. Final inspection of installed system conducted. (Inspections may be made during installation of larger or complicated systems.) System approved.
- 10. Operational permit issued.

#### Septic Installation permits for "Replace-in-Kind" systems.

- 1. Test Pit conducted on site.
- 2. Reviewed for compliance with local regulations.
- 3. A) If approved, installation allowed to proceed.
  - B) If not approved, Replace-in-Kind not allowed. New system must be designed.
- 4. Inspections may be made on site-preparation for system installation. (bedbottom)
- 5. Installation application and fee collected. Fee is based on type of system to be installed (commercial or residential).
- 6. Final inspection of installed system conducted. (Inspections may be made during installation of larger or complicated systems.) System approved.
- 7. Letter of approval sent to owner/installer.

## **Test Pit**

- 1. Request for test pit(s) received and scheduled by inspector.
- 2. Pit(s) witnessed and logged by address/site location, soil characteristics, seasonal high water table, restrictive characteristics, and topography.

3. Invoice given to designer or property owner on site. Fee based on number of pits witnessed.

## Septic Permits are issued by the State but the Health Department does the inspections.

#### **Public Health Nuisance**

- 1. Complaints are logged and assigned to an inspector based on district, complaint type. Exceptions must be made for inspector availability.
- 2. Complaint is investigated and results are recorded.
- 3. Notices indicating the violations, corrective action, and compliance time frame are sent out to the owner of the location or the owner's agent. Notices for certain complaints are sent to occupants. Referral to other agencies may also be made (building, highway, DES, EPA, DCYF, etc.)
- 4. Re-inspection of property is scheduled based on notice sent.
- 5. Re-inspection of property is conducted on or about the date noted. Pictures are taken if property is not in compliance. (digital pictures, if taken, would need to be retained)
- 6. Follow-up letters for re-inspections, if required, are mailed via certified mail, return receipt requested, or hand delivered. Witness forms are also completed for notices which are hand delivered. Follow up notices will include a compliance time frame.
- 7. Re-inspection of property is scheduled based on notice.
- 8. Re-inspection of property is conducted on or about the date noted. Additional pictures are taken if property is not in compliance.
- 9. Citations may be written in the office when a property is not in compliance. Citations sent via mail are accompanied by certified letters, return receipt requested. Citations hand delivered are accompanied by a letter. Witness forms are also completed for citations which are hand delivered.
- 10. Re-inspection of property is conducted. IF necessary, return to step 8. If property is in compliance, close file.

#### **Daycare License Inspections.**

- 1. Request for inspection is received and inspector schedules inspection.
- 2. Facility is inspected for compliance with state regulations. Form provided by the state licensing agency is completed. Health Department copy brought back to office.
- 3. Fee, based on facility type, is collected. (Exceptions may exist.)
- 4. Re-inspection conducted as needed.
- 5. Approval date logged. Health department copy filed.

#### **Foster Care Inspections.**

- 1. Request for inspection is received and inspector schedules inspection.
- 2. Home is inspected for compliance with sanitation and safety guidelines. Form provided by the state licensing agency is completed. Health department copy brought back to office.
- 3. Re-inspection conducted as needed.
- 4. Approval date logged. Health department copy of form filed.

#### School Building Inspections.

- 1. Request for inspection is received and inspector schedules inspection.
- 2. School is inspected for compliance with sanitation and safety guidelines. Form provided by the state licensing agency is completed.
- Copies of forms are sent to the school principal, school board, and the building maintenance division.
- 4. Health department copy of report filed.

#### Public Safety - Surveillance storage of data based on address. (GIS capabilities)

- 1. Health department received notification of issue (sandblasting, asbestos removal, chemical spill, foreign substances.) by via phone call, fax, email, etc.
- 2. Issue assigned to inspector for investigation based on type of issue, district, and inspector availability.
- 3. Site investigation conducted and results are recorded. Investigation results may trigger need for separate process, such as sandblasting permit application. Samples may be collected. Electronic testing may be conducted. Results gathered on-site recorded.
- 4. Samples may be submitted to laboratory (state lab, waterworks, other) for analysis.
- Results recorded.
- 6. Action taken as needed based on situation. (Cease and desist order given, assistance requested from other EHS or other agency, such as fire department, building department, or DES.)
- 7. Notices issued to owner of property or owner's agent. Notice to include violation, corrective action, and compliance time frame. Notice usually hand delivered. Witness form completed.
- 8. Re-inspection conducted as needed. Additional action taken based on results (administrative action or court action.)

#### West Nile Virus - Bird calls

1. Health department receives report of dead bird(s).

- Administrative assistant records location of bird by address and place on lot, caller's name and telephone number, date and time bird was found, date and time of report, species name and condition of bird when found. Conditions to include outward signs of damage, presence or absence of insects on the bird, and presence or absence of eyes.
- 3. Above information is forwarded to EHS or intern responsible for collection of birds.
- 4. EHS or Intern will evaluate the information for viability of specimen and worthiness of collection.
- 5. If a viable specimen, EHS or intern will collect bird using proper collection techniques. If specimen is not viable, instruct reporting party to dispose of it properly. If EHS or intern picks up a nonviable specimen, it shall be disposed of properly. Record whether bird was submitted for testing or discarded or not collected.
- 6. Specimen submission form, for the state lab, completed. Sequential number of specimens submitted used. Copy of form retained by Health Department. Original sent to lab with specimen.
- 7. Receipt of specimen submitted to state lab obtained from state lab when submitted. Receipt retained at Health Department.
- 8. Monitor state website for bird test results.
- 9. Record results of specimens submitted.
- 10. Map location of all positive specimens using GIS software.
- 11. Alert trigger based on proximity of positive specimens or number of positive specimen.

#### West Nile Virus - Mosquito collection

- 1. Identify collection areas using GIS mapping software (water bodies, bird data, etc.).
- 2. Locate traps using GIS coordinates.
- 3. Incorporate climatic conditions to collection dates.
- 4. Set traps (gravid, light or fay).
- 5. Gather collection nets. Place into cooler for transport to office.
- 6. Refrigerate specimens until insects are rendered immobile.
- 7. Sort insects into mosquitoes and non-mosquitoes.
- 8. Further sort mosquitoes by gender (discard males) and then species.
- 9. Place mosquitoes into vials by species in "pools" of no more than 50.
- 10. Label vials and record data on lab submission form. Vials are numbered sequentially using year and MHD as prefixes.
- 11. Transport specimens under refrigeration (i.e., dry ice) to state lab. Copy of form retained by Health Department. Original sent to lab with specimens.

- 12. Receipt of specimen submitted to state lab obtained from state lab when submitted. Receipt retained at Health Department.
- 13. Monitor state website for mosquito test results.
- 14. Record results of specimens submitted.
- 15. Map location of all positive specimens using GIS software.
- 16. Alert trigger based on proximity of positive specimens or number of positive specimens.
- 17. Press release, additional trapping locations, or abatement measures implemented as needed based on triggers. If additional trapping is done refer to step 4. (Field needed to indicate if adulticiding was done).

#### West Nile Virus - Larval surveillance

- 1. Locate potential breeding areas using GIS software and historical information.
- 2. Inspect site for standing water.
- 3. If standing water is present, "dip" standing water to determine presence or absence of larvae. Record results.
- 4. If larvae are present, implement treatment measures or abatement measure or refer to EHSII for same. Reschedule visit for 2.5 weeks after treatment to monitor efficacy.
- 5. Reapply treatment as needed.
- 6. Monitor standing water site for introduction of larvae.
- 7. Refer to step 3.
- 8. Continue process until second hard frost occurs.

#### **Natural Bathing Area Water Sampling**

- 1. Conducted weekly between Memorial Day and Labor Day from set locations mapped using GIS.
- 2. Samples are collected at set locations using 250 ml bottles obtained from Manchester Water Works laboratory.
- 3. Each sample is labeled location, person collecting sample and date of sample.
- 4. Samples are placed on ice after collection.
- 5. Samples are delivered to the Water Works laboratory. Chain of custody forms completed at lab. Copy retained at MHD.
- Water tested for total coliform bacteria and E. coli bacteria. Results received within 2 days of sample submission.

- 7. Results over 88 E. coli bacteria trigger closure of site to bathing.
- 8. Closed sites to be posted by Health Department. Notify Parks and Recreation Department of results. Issue press release. Send press release to Information Systems office for inclusion on City website.
- 9. Resample closed sites at earliest time for immediate submittal to Water Works lab. Monitor site for presence of posting notice and use of area.
- If resample is below limit, reopen site. Notify Parks and Rec. Issue press release. Send copy to IS
  office. If resample is still above limit, maintain closed status and sample again on regular sample
  day.
- 11. Record results in database.
- 12. Post results on Health Department website.

## **Food Sampling**

- 1. Conducted monthly as scheduled by the state lab or as needed based on a complaint.
- 2. Scheduled samples must be cooked foods. (exceptions exist)
- 3. Samples must be collected in accordance with proper sampling techniques.
- 4. Samples must be quick chilled to 41°F. Samples are placed on ice after collection and for delivery.
- 5. Samples are delivered to the state laboratory.
- 6. Scheduled samples are tested for various enteric pathogens. Samples collected on a complaint basis can be tested for the same organisms and or others based on symptomology.
- 7. Received results from lab. Review results.
- 8. Results in excess of standards, depending on organism, indicate the need for follow up action with the establishment from which it was collected. Follow up sampling may be conducted.
- 9. Results recorded. Written results from the lab added to establishment file.

## **Elevated Blood Lead Level Reporting**

- 1. Health Department receives laboratory results indicating a blood lead level between 10 and 19, and over 20 micrograms per deciliter.
- 2. For level between 10 and 19, obtain property address where affected child resides. Obtain property owner's name and address.
- 3. Notice of risk sent to property owner. Notice includes educational materials, corrective action recommendations and resource referrals.
- 4. Retain copy of notice. Attach laboratory results over 20 and issuance of notice to addresses using GIS.

5. Conduct inspections of properties with results over 20, as requested by the state, for occupancy or remediation. Report findings to state.

#### Site Assessments

- 1. Health Department receives site assessment request.
- 2. Request is assigned to inspector based on district. If said inspector is not available, it is given to an available inspector.
- Inspector conducts search of databases for type of water supply, type of sewage disposal, asbestos records, lead records, complaints and underground storage tanks. (UST database maintained by DES).
- 4. Fee collected per address.
- 5. Results released.

#### Sandblasting permits

- 1. Health department receives request for permit.
- 2. Application for permit given to owner or designee.
- 3. Completed application received and reviewed by EHS.
- 4. Pre-work inspection scheduled.
- 5. If inspection is satisfactory, application is approved and permit is issued.
- 6. If inspection is NOT satisfactory, owner or designee must take corrective action.
- 7. Re-inspection is made after corrective active is completed.
- 8. If re-inspection is satisfactory, application is approved and permit is issued.
- 9. Site visit(s) may be made to ensure work is done properly.
- 10. File paperwork in address file; geo-code address for future reference.

#### **Archiving information**

#### Establishments

- 1. Health Department finds business changes owner or closes.
- 2. Delete file from computer (want to change this process to "inactive" file).

- 3. Move paper file from active file cabinet to inactive/closed/dead file cabinet.
- 4. Maintain files indefinitely.

## Complaints

1. Not archived. (but we want to)

#### Septic, site assessments, etc.

- Not archived.
- 2. Must be kept forever.

#### **Routine food inspections**

- 1. Search current database (professional file) for a list of facilities that are due for inspection. Based on class of establishment and district. (Legally required to conduct 2 inspections per establishment per calendar year.) Can also use previous inspection scores to determine frequency of inspection.
- 2. EHS chooses facilities to inspect on a daily basis. Based on other workload.
- 3. EHS arrives at facility equipped with inspection report, thermometers, testing items, flashlight, etc.
- 4. EHS introduces him/her self to person in charge. Gets permission to conduct inspection.
- 5. EHS conducts inspection recording information on the inspection report or notepaper.
- 6. EHS writes violations found on the inspection report. Noting time to correct violation, especially with "critical" item violations.
- 7. If critical item violation found, re-inspection scheduled for less than or equal to 10 days. (code requirement)
- 8. If no critical, violations must be corrected by next routine inspection.
- 9. Inspections are based on a score of 100. Each violation is a demerit. If the final score is less than 70, a re-inspection is required in 24 hours.
- 10. EHS reviews inspection and report with person in charge. Once done, the person in charge signs the report. Original copy of report given to person in charge.
- 11. EHS returns to office, enters inspection date, inspection score, critical item violation numbers, and month of next inspection in the current database.
- 12. Health department copy of report is filed in establishment file.

#### Re-inspections of food establishment

- 1. EHS tracks need for re-inspections manually. (want to do automatically via computer)
- 2. EHS re-inspects facility to check on corrective actions required.
- 3. EHS documents findings on inspection report, as stated above, or on "short" form (utility type form used for documenting all kinds of visits.)
- 4. EHS reviews findings with person in charge then has person sign report form.
- 5. If critical item violation is NOT corrected, a citation may be issued. Another re-inspection may be scheduled.
- 6. EHS gives original copy of report to person in charge.
- 7. EHS returns to office. Enters corrective action in the database.
- 8. Health department copy of report filed in establishment file.

#### Renovations to food establishment

- 1. Health department finds that renovations are to be done or has been done.
- 2. EHS determines the type and degree of renovation to be done.
- 3. If just changing equipment for one of similar type (commercial grade required), no further action may be needed.
- 4. If remodeling or adding a bar or other significant changes, plans may be required to be submitted to the health department. (Refer to new food permits)
- 5. Facility must be inspected by other city agencies for compliance with other codes depending on scale of work completed.
- 6. "Sign off" form must be completed by those agencies. Then submitted to the health department.
- 7. If the renovations put the establishment into a different class, a new permit must be obtained (refer to new establishment above).
- 8. If no permit change is required, sign off form is filed and no further action is taken on the matter.
- 9. Notation may be made on the file in the current database.
- 10. Citation may be issued for making renovations without getting approval from the health department FIRST.

## Outbreak response

- 1. Health department receives a report of foodborne illness(es) via laboratory report or telephone call.
- 2. If via lab report, CHN begins investigation by interviewing the victim(s). If a food establishment or day care center is found to be involved as a potential source or place of employment for the victim, EH is notified. Information gathered on standard intake form.
- 3. EH gathers the information and determines the best plan of action based on type of illness, number of persons ill, location or facility involved, and time of day.
- 4. EH may locate the EHS who is responsible for an implicated facility. If needed, all EHS are located and brought back to the office for assignment of duties.
- 5. If a large event, a specific questionnaire may need to be developed for more accurate investigation.
- 6. Inspections may be necessary, if so, refer to the inspection process above. Pay particular attention to food temperatures, health status of food handlers, food-handling processes, and other items associated with the suspect illness.
- 7. Implement measures necessary to end outbreak, such as isolation or medical treatment.
- 8. If food samples are necessary, refer to that process above.
- 9. If necessary, deliver stool specimen containers to victims. If delivered, plan to collect them within 24 hours. When collected, deliver to state lab promptly with the corresponding paperwork.
- 10. Regroup EHSs after inspections and sampling are completed to share new information.
- 11. Analyze data gathered thus far. Determine next course of action.
- 12. Wait for lab results. Lab results may trigger additional action at suspect facility or more interviews with victims.
- 13. Complete analysis using statistical techniques to determine cause or most likely cause of illness.
- 14. Write report and file in establishment file, if associated with a specific facility, or in a separate file.

#### Indoor air quality Investigations.

- 1. Report of potential problem received by the health department.
- 2. Report assigned to district EHS.
- 3. EHS schedules an appointment to visit the suspect location.
- 4. EHS visits suspect location. The following tests may be conducted on site, temperature, relative humidity, CO, CO2, VOCs, light, presence or absence of ventilation system, or specific airborne chemicals.
- 5. Visual inspection of the location is also done
- 6. Data from inspections and tests is analyzed for potential source.

- 7. If VOCs are above acceptable limits, call the fire department and the health department's toxicologist.
- 8. Recommendations are made to occupant/owner/operator based on findings.
- 9. Report is completed and filed by address.

#### Pool pre-opening Inspections

- 1. Required before an outdoor pool opens for the summer.
- 2. Pool manager/owner calls to schedule inspection.
- 3. EH admin assistant schedules inspection to EHS based on the assigned day of the week. (rather than district)
- 4. EHS visits pool at assigned date and time.
- 5. EHS checks pool for compliance with regulations. Particularly, water chemistry, safety gear, and overall condition of pool.
- 6. EHS documents findings on the inspection report.
- 7. EHS reviews findings and report with pool manager who then signs the report.
- 8. If satisfactory, the pool is given permission to open.
- 9. If not satisfactory, a re-inspection is scheduled. The pool is NOT allowed to open.
- 10. Original of inspection report is given to pool manager.
- 11. EHS returns to office. Enters date of inspection, initials of EHS, and compliance with parameters into current database.
- 12. Health Department copy filed.